

About the ITS Institute: The Mississippi Department of Information Technology Services (ITS) Education Services Division offers an ongoing educational program designed to enhance and improve the computer and communication skills of personnel within state government. The training program is commonly called the ITS Institute. The curriculum is structured so that a person with no experience can begin with an introductory course and, if appropriate, progress to highly advanced levels of information processing.

> The ITS Institute uses an automated system for course scheduling, registration, permanent records, and student transcripts. This system provides the necessary documentation for state agencies and the students regarding their training accomplishments. Certificates are provided to students upon successful completion of courses.

During Fiscal Year 2008, ITS offered approximately 193 instructor led classes to approximately 1,640 students representing numerous state agencies, universities, community colleges, and governing authorities. The Institute curriculum has been expanded as the demand for information systems skills has increased. The ITS Institute provides the necessary education and training to make state personnel more productive at a significantly lower cost than outside training sources.

Customized Training:

The ITS Institute has the resources to provide instruction in almost any information systems area needed by state government employees. In addition to the regularly scheduled courses, we will design a class to meet your specific training needs. We also provide online training in conjunction with MindLeaders.

Continuing Education is the Key to Success:

The future of Mississippi government depends on efficient execution of the services it provides. State budget constraints make it imperative that agencies use information technology effectively to increase personnel productivity. If agencies cannot perform their tasks more efficiently, services which they provide cannot be maintained, much less expanded to meet pressing needs. Continuing education and training are essential for the effective planning, implementation, support, and use of these technological solutions. The ITS Education Services Division offers an excellent means of fulfilling these goals in a cost-effective way.

Other Services Offered by ITS:

ITS offers a variety of other services including on-site training assistance and follow-up, system analysis, design, programming, documentation, project management, feasibility studies, long-range planning, procurement, telephone services, and general consulting. If we can be of service to you in any of these areas, please call (601) 359-1395.

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General Information

Welcome to the ITS Institute:

The ITS Institute, administered for the State of Mississippi by the Department of Information Technology Services, offers an educational program designed to enhance and improve the skills of information processing personnel within state government.

Facilities: The ITS Institute is located at 301 North Lamar Street in Jackson, MS. The

Institute has two hands-on training labs located in the Robert G. Clark Building.

These labs are configured with a variety of PC applications and have communications capabilities with the mainframe at the State Data Center.

Instructors: Highly trained individuals who work in the industry or are instructors at state

colleges and universities teach ITS Institute classes. Instructors possess years of practical experience, as well as academic credentials. Constant monitoring and evaluation of instructors ensure that classes are taught by individuals with a wide

range of knowledge, as well as exceptional teaching skills.

Registration: Registration forms are included at the back of this catalog and must be returned

30 days prior to the class begin date to allow enough time to order materials for the courses. If it is impossible to have these forms returned by the date specified, please contact the ITS Institute and indicate the number of students to be enrolled

in each course.

Class Size: Class enrollment will be on a first-come, first-served basis. Class size is limited,

and ITS reserves the right to establish class size and limit the number of students from each agency if the class size has to be cut. The ITS Institute reserves the right to cancel any class due to under-enrollment or other reasonable cause.

Textbooks & Materials:

The textbooks and materials used for each course are listed on the schedule. Each student must indicate on the registration form whether he or she needs materials for the course. Textbooks and materials will be ordered based on the information

provided on the registration form.

Class Confirmation: As soon as registration forms have been received and plans for the January to

June classes have been finalized, students will be notified of the exact starting dates, instructors, and locations for each class at least two weeks prior to the first

day of class.

Cancellations and Substitutions:

Registrants of ITS-conducted classes who cancel within 10 days of the first class meeting will be billed the full tuition. Registrants of vendor-conducted classes who cancel within 30 days of the first class meeting will be billed the full tuition. Substitutions are permissible any time prior to and including the day on which

the course begins.

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On-Line Training:

The ITS Institute has an agreement with MindLeaders to provide self-paced training to Mississippi public entities. State agencies, county and local governments, public schools, and institutions of higher learning are eligible to participate in this agreement. MindLeaders offers over 2,200 courses available via the Intranet or the Internet. Training is available anywhere, anytime. Please visit the ITS/MindLeaders website via the ITS website, www.its.ms.gov, for more course information.

Charges:

The total charge for ITS classes includes tuition, lab fee, and materials fee. See the schedule for estimated charges for individual classes.

Tuition for ITS classes is categorized as follows:

Course Type	State Employees	Non-State Employees
Overview courses less than 4 hours (IL)*	Free	\$100.00
Courses 10 hours or less (IL)*	\$100.00	\$300.00
Courses 11—20 hours (IL)*	\$150.00	\$300.00
Courses 21—30 hours (IL)*	\$275.00	\$450.00
Vendor-conducted course**	See Schedule	Contact ITS
Online training (full library)	\$165.00/yr	N/A
Online training (end-user only)	\$85.00/yr	N/A

^{*} Instructor Led Courses

Nonexempt Employees:

For state agencies who are sending nonexempt employees to classes meeting after normal working hours, the agency must evaluate their liability for overtime for these employees as provided by the Fair Labor Standards Act. If you have questions as to whether an employee is exempt, please contact the State Personnel Board. This statement does not apply to individuals who are paying for courses themselves.

For More Information:

If you have questions regarding this catalog or the ITS Institute, please contact:

Susan McClain, Education Specialist(601) 359-6196

Connie Smith, Education Assistant......(601) 359-3851

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^{**} The maximum charges for on-site, vendor-conducted courses are listed on the schedule. The actual tuition billed to each student may be less than this amount if there are more than eight students. Scheduling vendor-conducted courses on-site results in significant savings to the State for tuition and travel expenses.



A+ Certification: 220-602

Brief Course Description:



This course will prepare students for the CompTIA A+ 220-602 certification exam. Students will learn how to support PC hardware in a business setting, including installation, troubleshooting, & component replacement. Topics covered include:

- power systems
- display devices
- OS management
- OS monitoring
- OS maintenance & troubleshooting
- LAN networking
- Internet connections
- network troubleshooting
- seucrity
- maintaining the PC environment
- · CPUs and motherboards
- memory systems
- expansion cards
- data storage devices
- ports, connectors & cables
- printers & scanners
- portable computers & devices.

Prerequisites: A+ Certification: Essentials

Materials & Approximate Course Cost:

Tuition for state employees	\$275.00
Lab Fees	\$125.00
A+ Certification: 220-602	\$72.00
Estimated Costs for State Employee	\$472.00

Course: CA+602

Section	Date & Time Info		Locati	ion	Instructor	
0901	Starting Monday, March 2, 2009,	Monday - Friday	8:30 - 4:30	Lab 1, Basement, Robert G. Clark	301 North Lamar Street, Jackson, MS	Charles Case
	for 1 week			Building	Street, Jackson, Mis	
0902	Starting Monday, June 8, 2009, for 1 week	Monday - Friday	8:30 - 4:30	Lab 1, Basement, Robert G. Clark Building	301 North Lamar Street, Jackson, MS	Charles Case



A+ Certification: Essentials

Brief Course Description:



This course will prepare students for the CompITA A+ Essentials certification exam. Topics covered include:

- PC hardware support
- · operating systems
- electricity & power supplies
- CPUs and motherboards
- basic input/output system
- memory systems
- bus structures
- expansion cards
- ports, connectors, & cables
- data storage devices
- video & multimedia input/outpout devices
- printers
- portable computers & devices
- monitoring & management
- OS troubleshooting
- connecting computers
- networking computers
- security
- Windows installation & upgrades
- safety
- troubleshooting & maintaining a PC.

Prerequisites: Computer literacy, basic use of Windows, Office applications, Internet, and email.

Materials & Approximate Course Cost:

Tuition for state employees	\$275.00
Lab Fees	\$125.00
A+ Certification: Essentials	\$72.00
Estimated Costs for State Employee	\$472.00

Course: CA+E

Section	Da	ate & Time Info		Locat	ion	Instructor
0901	Starting Monday,	Monday - Friday	8:30 - 4:30	Lab 1, Basement,	301 North Lamar	Charles Case
	February 2, 2009,			Robert G. Clark	Street, Jackson, MS	
	for 1 week			Building		
0902	Starting Monday,	Monday - Friday	8:30 - 4:30	Lab 1, Basement,	301 North Lamar	Charles Case
	May 11, 2009,			Robert G. Clark	Street, Jackson, MS	
	for 1 week			Building		

Relational Database Design

Brief Course Description:



Topics covered include:

- basic structured analysis concepts
- entity relationship modeling
- data normalization
- referential integrity
- logical and physical system models.

Prerequisites: None.

Materials & Approximate Course Cost:

Tuition for state employees \$405.00 Estimated Costs for State Employee \$405.00

Course: CRDD1

Section	D	ate & Time Info		Locat	ion Ir	structor
0903	Starting Monday, April 6, 2009, for 1 day	Monday	8:30 - 4:30	Classroom 1, Robert G. Clark Bldg., 4th Floor	301 North Lamar Street Jackson, MS	, Protech

Cisco CCNA Bootcamp

Brief Course Description:



Topics covered include:

- key internetworking concepts as related to Cisco routers and the OSI Model
- assembling and cabling Cisco devices
- operating and configuring a Cisco IOS device
- managing a network environment
- catalyst 1900 operations
- extending switched networks with virtual LANs
- interconnecting networks with TCP/IP
- determining IP routes
- basic IP traffic management with access lists
- configuring Novell IPX
- establishing serial point-to-point connections
- completing an ISDN BRI call
- establishing a frame relay PVC connection
- password recovery
- Cisco product line.

Prerequisites: Students should have MS-DOS experience and be able to identify the basic components

of a network.

Materials & Approximate Course Cost:

Tuition for state employees \$1,530.00 Estimated Costs for State Employee \$1,530.00

Course: CNHCCNA

Section	D	ate & Time Info		Locati	on	Instructor
0901	Starting Monday, March 2, 2009, for 1 week	Monday - Friday	8:30 - 4:30	Suite R-101, New Horizons Computer Learning Ctr.	1855 Lakeland Dr., Jackson, MS	New Horizons
0902	Starting Monday, June 1, 2009, for 1 week	Monday - Friday	8:30 - 4:30	Suite R-101, New Horizons Computer Learning Ctr.	1855 Lakeland Dr., Jackson, MS	New Horizons

Interconnecting Cisco Network Devices: Level 1

Brief Course Description:



This course presents the concepts, commands, and practice required to configure Cisco switches and routers in multiprotocol internetworks. Topics covered include:

- operating and configuring a Cisco IOS Device
- managing your network environment
- configuring catalyst switch operations
- extending switched networks with VLANs
- determining IP routes
- managing IP traffic with access links
- establishing serial point-to-point connections
- establishing frame relay connections
- completing ISDN calls.

Prerequisites: Students should have A+ and Network+ experience.

Materials & Approximate Course Cost:

Tuition for state employees \$1,530.00 Estimated Costs for State Employee \$1,530.00

Course: CNHICND1

Section	Da	ate & Time Info		Locati	on	Instructor
0901	Starting Monday, January 5, 2009,	Monday - Friday	8:30 - 4:30	Suite R-101, New Horizons Computer	1855 Lakeland Dr., Jackson, MS	New Horizons
	for 1 week			Learning Ctr.	,	
0902	Starting Monday, March 30, 2009, for 1 week	Monday - Friday	8:30 - 4:30	Suite R-101, New Horizons Computer Learning Ctr.	1855 Lakeland Dr., Jackson, MS	New Horizons

Interconnecting Cisco Network Devices: Level 2

Brief Course Description:



This course focuses on skills and knowledge necessary to install, operate, and troubleshoot a small to medium-sized branch office Enterprise network, including configuring several switches and routers, connecting to a WAN, and implementing network security. Topics covered include:

- small network implementation
- medium-sized switched network construction
- medium-sized routed network construction
- single area OSPF
- EIGRP implementation
- access control lists
- address space management
- LAN extension to a WAN.

Prerequisites: Interconnecting Cisco Network Devices: Level 1

Materials & Approximate Course Cost:

Tuition for state employees \$1,530.00 Estimated Costs for State Employee \$1,530.00

Course: CNHICND2

Section	Da	ate & Time Info		Locati	on	Instructor
0901	Starting Monday, February 2, 2009,	Monday - Friday	8:30 - 4:30	Suite R-101, New Horizons Computer	1855 Lakeland Dr., Jackson, MS	New Horizons
	for 1 week			Learning Ctr.		
0902	Starting Monday, April 27, 2009, for 1 week	Monday - Friday	8:30 - 4:30	Suite R-101, New Horizons Computer Learning Ctr.	1855 Lakeland Dr., Jackson, MS	New Horizons

Access 2003: Level 1

Brief Course Description:



This course teaches students to create databases and tables, work with table data and field properties, work with related tables, and use filters and queries. Topics covered include:

- database components
- relational database design
- starting Access
- database window layout and features
- database creation
- creating and modifying tables
- modifying datasheet layouts
- working with table records
- importing data into tables
- overview of table relationships
- enforcing referential integrity
- creating lookup fields
- using comparison operators
- using filters
- creating select queries
- refining query results
- performing calculations in queries.

Prerequisites: Introduction to Windows

Materials & Approximate Course Cost:

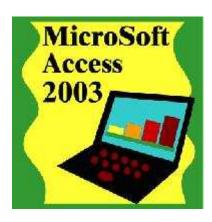
Tuition for state employees	\$150.00
Lab Fees	\$47.00
Access 2003: Module I	\$16.00
Estimated Costs for State Employee	\$213.00

Course: CAC031

Section	Date & Time Info			Location		Instructor
0904	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Lab 1, Basement,	301 North Lamar	Charlotte
	January 8, 2009,			Robert G. Clark	Street, Jackson,	Robinson
	for 2 days			Building	MS	
0905	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Lab 1, Basement,	301 North Lamar	Lynn Kopp
	March 9, 2009,			Robert G. Clark	Street, Jackson,	
	for 2 days			Building	MS	
0906	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Lab 1, Basement,	301 North Lamar	Charlotte
	May 4, 2009,			Robert G. Clark	Street, Jackson,	Robinson
	for 2 days			Building	MS	

Access 2003: Level 2

Brief Course Description:



This course teaches students to create and use forms, create and use reports, use data access pages, export data, and manage databases. Topics covered include:

- creating forms using AutoForm and the Form Wizard
- working with form controls, control properties, form properties, and headers and footers
- using forms to add records
- creating reports using AutoReport and the Report Wizard
- using AutoFormat
- working with report controls
- grouping and sorting records in reports
- changing report properties
- saving forms and reports as data access pages
- using the Page Wizard
- saving PivotTables and PivotCharts as Access pages.

Prerequisites: Access 2003: Level 1

Materials & Approximate Course Cost:

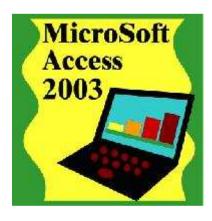
Tuition for state employees	\$150.00
Lab Fees	\$47.00
Access 2003: Module II	\$16.00
Estimated Costs for State Employee	\$213.00

Course: CAC032

Section	Date & Time Info			Loca	Instructor	
0904	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Lab 1, Basement,	301 North Lamar	Charlotte
	February 9, 2009,			Robert G. Clark	Street, Jackson,	Robinson
	for 2 days			Building	MS	
0905	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Lab 1, Basement,	301 North Lamar	Lynn Kopp
	April 6, 2009,			Robert G. Clark	Street, Jackson,	
	for 2 days			Building	MS	
0906	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Lab 1, Basement,	301 North Lamar	Charlotte
	June 1, 2009,			Robert G. Clark	Street, Jackson,	Robinson
	for 2 days			Building	MS	

Access 2003: Level 3

Brief Course Description:



Topics covered include:

- designing applications
- using advanced tools and controls
- creating dialog boxes
- using macros
- controlling data entry
- using dialog boxes to filter records in reports
- creating custom switchboards
- enhancing applications
- using database utilities
- tailoring applications for multiple users.

Prerequisites: Access 2003: Level 2

Materials & Approximate Course Cost:

Tuition for state employees	\$150.00
Lab Fees	\$47.00
Access 2003: Introduction to Application Development	\$16.00
Estimated Costs for State Employee	\$213.00

Course: CAC033

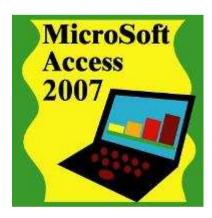
Section Information:

Section	Date & Time Info			Location		Instructor
0904	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Lab 2, Basement,	301 North	Charlotte
	February 23, 2009,			Robert G. Clark	Lamar Street,	Robinson
	for 2 days			Building	Jackson, MS	
0905	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Lab 1, Basement,	301 North	Lynn Kopp
	April 23, 2009,			Robert G. Clark	Lamar Street,	
	for 2 days			Building	Jackson, MS	
0906	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Lab 1, Basement,	301 North	Charlotte
	June 18, 2009,			Robert G. Clark	Lamar Street,	Robinson
	for 2 days			Building	Jackson, MS	

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Access 2007: Level 1

Brief Course Description:



This course teaches students the basic functions of Access 2007. Topics covered include:

- database concepts
- databases and tables
- fields and records
- data entry rules
- basic queries
- using forms
- working with reports.

Prerequisites: Introduction to Windows

Materials & Approximate Course Cost:

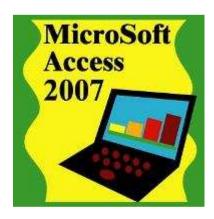
Tuition for state employees	\$150.00
Lab Fees	\$47.00
Access 2007: Level 1	\$16.00
Estimated Costs for State Employee	\$213.00

Course: CAC071

Section	Date & Time Info Location			tion	Instructor	
0904	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Lab 1, Basement,	301 North Lamar	Charlotte
	January 12, 2009,			Robert G. Clark	Street, Jackson,	Robinson
	for 2 days			Building	MS	
0905	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Lab 1, Basement,	301 North Lamar	Charlotte
	March 16, 2009,			Robert G. Clark	Street, Jackson,	Robinson
	for 2 days			Building	MS	
0906	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Lab 1, Basement,	301 North Lamar	Charlotte
	May 18, 2009,			Robert G. Clark	Street, Jackson,	Robinson
	for 2 days			Building	MS	

Access 2007: Level 2

Brief Course Description:



In this course, students will learn how to maintain data consistency, how to customize database components, and how to share Access data with other applications. Topics covered include:

- controlling data entry
- joining tables
- creating flexible queries
- improving forms
- customizing reports
- sharing data across applications.

Prerequisites: Access 2007: Level 1

Materials & Approximate Course Cost:

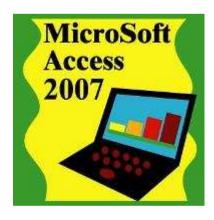
Tuition for state employees	\$150.00
Lab Fees	\$47.00
Access 2007: Level 2	\$16.00
Estimated Costs for State Employee	\$213.00

Course: CAC072

Section	ection Date & Time Info			Location		Instructor	
0904	Starting Thursday, February 19, 2009, for 2 days	Thursday & Friday	8:30 - 4:30	Lab 1, Basement, Robert G. Clark Building	301 North Lamar Street, Jackson, MS	Charlotte Robinson	
0905	Starting Thursday, April 2, 2009, for 2 days	Thursday & Friday	8:30 - 4:30	Lab 2, Basement, Robert G. Clark Building	301 North Lamar Street, Jackson, MS	Charlotte Robinson	
0906	Starting Monday, June 15, 2009, for 2 days	Monday & Tuesday	8:30 - 4:30	Lab 1, Basement, Robert G. Clark Building	301 North Lamar Street, Jackson, MS	Charlotte Robinson	

Access 2007: Level 3

Brief Course Description:



In this course, students will extend their knowledge into some of the more specialized and advanced capabilities of Access. Topics covered include:

- structuring existing data
- writing advanced queries
- simplifying tasks with macros
- making effective use of forms
- making reports more effective
- maintaining an Access database.

Prerequisites: Access 2007: Level 2

Materials & Approximate Course Cost:

Tuition for state employees	\$150.00
Lab Fees	\$47.00
Access 2007: Level 3	\$16.00
Estimated Costs for State Employee	\$213.00

Course: CAC073

Section	Date & Time Info			Loca	tion	Instructor
0903	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Lab 1, Basement,	301 North Lamar	Charlotte
	March 12, 2009,			Robert G. Clark	Street, Jackson,	Robinson
	for 2 days			Building	MS	
0904	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Lab 2, Basement,	301 North Lamar	Charlotte
	April 13, 2009,			Robert G. Clark	Street, Jackson,	Robinson
	for 2 days			Building	MS	
0905	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Lab 1, Basement,	301 North Lamar	Charlotte
	June 25, 2009,			Robert G. Clark	Street, Jackson,	Robinson
	for 2 days			Building	MS	

Fiber Optics 1-2-3

Brief Course Description:



Topics covered include:

- introduction to fiber optics
- fiber theory
- optical fiber types
- standards, cable types, and structures
- connectors
- · mechanical and fusion splicing
- · patch panels
- distribution cabinets
- splice closures
- fiber optic safety.

Prerequisites: None

Materials & Approximate Course Cost:

Tuition for state employees \$1,620.00 Estimated Costs for State Employee \$1,620.00

Course: CFIBOP2

Section	Date & Time Info			Location		Instructor
0901	Starting Monday,	Monday, Tuesday,	8:30 - 4:30	Classroom 1,	301 North Lamar	Light Brigade
	February 9, 2009,	Wednesday &		Robert G. Clark	Street, Jackson,	
	for 4 days	Thursday		Bldg., 4th Floor	MS	



ITS Installer 2 Copper Training

Brief Course Description:



This course sets the foundation of a copper-based structured cabling system installation. Topics covered include:

- codes & standards/BICSI best practices
- copper transmission principles
- safety
- professionalism
- telecommunication pathways
- telecommunication spaces
- grounding, bonding, & protection
- firestopping
- installation/pulling copper cable
- termination of copper cable
- testing/troubleshooting of copper cable
- retrofitting
- field coordination.

Prerequisites:

Students must have at least one year of current and verifiable ITS industry installation experience, and must be able to distinguish between different colors & possess manual dexterity for fine motor tasks.

Materials & Approximate Course Cost:

Tuition for state employees \$2,487.00 Estimated Costs for State Employee \$2,487.00

Course: CCOP1

Section	Date & Time Info			Location	Instru	ıctor
0901	Starting Monday,	Monday – Friday	8:00 - 5:00	Classroom 1, Robert	301 North Lamar	BICSI
	March 9, 2009,	EXAM		G. Clark Bldg., 4th	Street, Jackson, MS	
	for 1 week	SATURDAY		Floor		

Cascading Style Sheets

Brief Course Description:



This course will introduce the concepts, techniques, properties, and values of CSS in a sequence that reflects a typical "building up" of design rules. It starts with colors, which is the easiest part of CSS. Students will next learn how to control typography using text and font properties. Students will then explore the layout-oriented styles of CSS, including margins, padding, and absolute and relative positioning. Topics covered include:

- controlling color and typography
- designing with the cascade
- designing content sections
- controlling layout with positioning
- enhancing an existing design
- creating alternate style sheets.

Prerequisites: Web Site Development Foundations

Materials & Approximate Course Cost:

Tuition for state employees	\$150.00
Lab Fees	\$47.00
Cascading Style Sheets	\$60.00
Estimated Costs for State Employee	\$257.00

Course: CCSS

Section	Date & Time Info			Location		Instructor
0903	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Lab 2, Basement,	301 North	Charlotte
	February 12, 2009,			Robert G. Clark	Lamar Street,	Robinson
	for 2 days			Building	Jackson, MS	
0904	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Lab 2, Basement,	301 North	Charlotte
	May 21, 2009,			Robert G. Clark	Lamar Street,	Robinson
	for 2 days			Building	Jackson, MS	

Dreamweaver 8: Level 1

Brief Course Description:



In this course, students will describe the basic functions and features of website development using Dreamweaver 8. Topics covered include:

- accessing the Internet and identifying HTML codes
- creating a Website
- building a Website
- adding content to Web pages
- working with links
- enhancing the navigation of a site
- uploading a Website.

Prerequisites: Students should be familiar with their computer's operating system and basic operation.

Materials & Approximate Course Cost:

Tuition for state employees \$224.00 Estimated Costs for State Employee \$224.00

Course: CDW81

Section	D	ate & Time	Info	Loc	cation	Instructor
0903	Starting Monday, February 9, 2009,	Monday	8:30 - 4:30	Suite R-101, New Horizons Computer	1855 Lakeland Dr., Jackson, MS	New Horizons
	for 1 day			Learning Ctr.		
0904	Starting Monday,	Monday	8:30 - 4:30	Suite R-101, New	1855 Lakeland Dr.,	New Horizons
	May 4, 2009,			Horizons Computer	Jackson, MS	
	for 1 day			Learning Ctr.		

Dreamweaver 8: Level 2

Brief Course Description:



In this course, students will create and develop professional-looking Web pages using Dreamweaver 8. Topics covered include:

- creating an effective user-navigation interface
- managing libraries and snippets
- managing head elements and keyboard shortcuts
- working with style sheets
- working with layers
- working with the history panel
- targeting Websites to specific versions of browsers
- working with code
- authoring with XML data
- creating forms.

Prerequisites: Dreamweaver 8: Level 1

Materials & Approximate Course Cost:

Tuition for state employees \$448.00 Estimated Costs for State Employee \$448.00

Course: CDW82

Section		Pate & Time Info		Location]	Instructor
0904	Starting Wednesday, March 11, 2009, for 2 days	Wednesday & Thursday	8:30 - 4:30	Suite R-101, New Horizons Computer Learning Ctr.	1855 Lakeland Dr., Jackson, MS	New Horizons
0905	Starting Thursday, June 4, 2009, for 2 days	Thursday & Friday	8:30 - 4:30	Suite R-101, New Horizons Computer Learning Ctr.	1855 Lakeland Dr., Jackson, MS	New Horizons

Dreamweaver 8: Level 3

Brief Course Description:



In this course, students will establish server connectivity, as well as create and manage database records. Topics covered include:

- administering Websites
- creating a database-driven site
- working with recordsets
- creating detail, search, and results pages
- using dynamic form and HTML elements
- administering database records.

Prerequisites: Dreamweaver 8: Level 2

Materials & Approximate Course Cost:

Tuition for state employees \$224.00 Estimated Costs for State Employee \$224.00

Course: CDW83

Section	D	ate & Time In	fo	Loca	tion	Instructor
0904	Starting Monday,	Monday	8:30 - 4:30	Suite R-101, New	1855 Lakeland Dr.,	New Horizons
	January 12, 2009,			Horizons Computer	Jackson, MS	
	for 1 day			Learning Ctr.		
0905	Starting Monday,	Monday	8:30 - 4:30	Suite R-101, New	1855 Lakeland Dr.,	New Horizons
	April 6, 2009,			Horizons Computer	Jackson, MS	
	for 1 day			Learning Ctr.		

Flash 8: Level 1

Brief Course Description:



In this course, students will explore the basics of Flash 8, including tools and features, and will create different types of animations and publish them on the Web. Topics covered include:

- exploring the Flash 8 environment
- exploring the drawing and painting tools
- manipulating objects
- working with text
- working with multiple layers in a movie
- creating an animation
- publishing a Flash 8 movie.

Prerequisites: Students should be familiar with their computer's operating system and basic operation.

Materials & Approximate Course Cost:

Tuition for state employees \$448.00 Estimated Costs for State Employee \$448.00

Course: CFLASH81

Section	Date & Time Info			Locatio	Instructor	
0902	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Suite R-101, New	1855 Lakeland	New Horizons
	March 30, 2009,			Horizons Computer	Dr., Jackson,	
	for 2 days			Learning Ctr.	MS	

Flash 8: Level 2

Brief Course Description:



In this course, students will explore the advanced features of Flash 8, such as working with ActionScript, creating simple and complex interactive movies using ActionScript, and also create and customize components. Topics covered include:

- exploring the basics of ActionScript
- planning movies
- creating simple interactivity
- creating a video game
- creating complex interactivity
- using components.

Prerequisites: Flash 8: Level 1

Materials & Approximate Course Cost:

Tuition for state employees \$448.00 Estimated Costs for State Employee \$448.00

Course: CFLASH82

Section	Date & Time Info			Locati	Instructor	
0902	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Suite R-101, New	1855 Lakeland Dr.,	New Horizons
	May 7, 2009,			Horizons	Jackson, MS	
	for 2 days			Computer		
				Learning Ctr.		

InDesign CS2: Level 1

Brief Course Description:



In this course, students will work with some of the tools and features to create eye-catching printed documents using InDesign CS2. Topics covered include:

- managing the InDesign environment
- designing documents
- managing text
- utilizing colors, swatches, and gradients
- managing transparency
- utilizing tables
- preparing for handoff to a service provider
- creating Acrobat PDF files.

Prerequisites: A basic understanding of the computer operating system you are using is recommended.

Materials & Approximate Course Cost:

Tuition for state employees \$448.00 Estimated Costs for State Employee \$448.00

Course: CIND1

Section	Date & Time Info			Locati	Instructor	
0904	Starting Thursday, January 29, 2009, for 2 days	Thursday & Friday	8:30 - 4:30	Suite R-101, New Horizons Computer Learning Ctr.	1855 Lakeland Dr., Jackson, MS	New Horizons
0905	Starting Thursday, April 23, 2009, for 2 days	Thursday & Friday	8:30 - 4:30	Suite R-101, New Horizons Computer Learning Ctr.	1855 Lakeland Dr., Jackson, MS	New Horizons

InDesign CS2: Level 2

Brief Course Description:



In this course, students will use the advanced features of InDesign to create documents that are attractive and have the highest degree of perfection. Topics covered include:

- administering advanced styles
- controlling text
- handling page elements and graphics
- developing Bezier paths
- managing long documents
- importing and exporting files
- adjusting print settings
- working with XML.

Prerequisites: InDesign CS2: Level 1

Materials & Approximate Course Cost:

Tuition for state employees \$448.00 Estimated Costs for State Employee \$448.00

Course: CIND2

Section	Date & Time Info			Location	In	structor
0902	Starting Tuesday,	Tuesday & Wednesday	8:30 - 4:30	Suite R-101, New	1855 Lakeland	New
	February 17, 2009,			Horizons Computer	Dr., Jackson,	Horizons
	for 2 days			Learning Ctr.	MS	
0903	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Suite R-101, New	1855 Lakeland	New
	May 11, 2009,			Horizons Computer	Dr., Jackson,	Horizons
	for 2 days			Learning Ctr.	MS	

Internet Explorer 7

Brief Course Description:



This course teaches students how to browse and search for Web sites by using features such as the Address Bar, the Favorites Center, Searching, History, and Multimedia add-ons. Topics covered include:

- Internet basics
- basic browsing
- searching
- Internet options
- multimedia.

Prerequisites: Basic experience with Windows

Materials & Approximate Course Cost:

Tuition for state employees	\$100.00
Lab Fees	\$25.00
Internet Explorer 7	\$16.00
Estimated Costs for State Employee	\$141.00

Course: CIE71

Section	Date & Time Info			L	ocation	Instructor
0904	Starting Wednesday,	Wednesday	8:30 - 4:30	Lab 2, Basement,	301 North Lamar Street,	Leah Chisolm
	April 15, 2009,		Robert G. Clark	Jackson, MS		
	for 1 day			Building		

Microsoft Publisher 2003: Level 1

Brief Course Description:



This course gives students proficiency in creating publications, formatting text, inserting graphics, and performing other basic-level tasks. Topics covered include:

- creating publications
- formatting publications
- working with multipage publications
- working with objects and graphics
- working with tables
- printing publications.

Prerequisites: Introduction to Windows

Materials & Approximate Course Cost:

Tuition for state employees	\$150.00
Lab Fees	\$47.00
Publisher 2003: Basic	\$16.00
Estimated Costs for State Employee	\$213.00

Course: CPUB031

Section	Date & Time Info		Location		Instructor	
0904	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Lab 1, Basement,	301 North Lamar	Charlotte
	January 26, 2009,			Robert G. Clark	Street, Jackson, MS	Robinson
	for 2 days			Building		
0905	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Lab 1, Basement,	301 North Lamar	Charlotte
	May 7, 2009,			Robert G. Clark	Street, Jackson, MS	Robinson
	for 2 days			Building		

Microsoft Publisher 2003: Level 2

Brief Course Description:



This course is designed to give proficiency in creating newsletters, designing Web sites, setting up mail merges, and performing other advanced-level tasks. Topics covered include:

- working with newsletters
- designing Web sites
- linking Web pages
- publishing Web sites
- mail merge
- integrating with Office 2003.

Prerequisites: Microsoft Publisher 2003: Level 1

Materials & Approximate Course Cost:

Tuition for state employees	\$100.00
Lab Fees	\$25.00
Publisher 2003: Advanced	\$16.00
Estimated Costs for State Employee	\$141.00

Course: CPUB032

Section	Da	te & Time In	fo		Instructor	
0904	Starting Wednesday, February 18, 2009, for 1 day	Wednesday	8:30 - 4:30	Lab 1, Basement, Robert G. Clark Building	301 North Lamar Street, Jackson, MS	Charlotte Robinson
0905	Starting Wednesday, May 27, 2009, for 1 day	Wednesday	8:30 - 4:30	Lab 1, Basement, Robert G. Clark Building	301 North Lamar Street, Jackson, MS	Charlotte Robinson

Publisher 2007: Level 1

Brief Course Description:



This course gives students proficiency in creating publications, formatting text, inserting graphics, and performing other basic-level tasks. Topics covered include:

- basic documents
- multi-page publications
- working with text
- tables
- layout and design techniques
- finalizing documents.

Prerequisites: Introduction to Windows

Materials & Approximate Course Cost:

Tuition for state employees	\$150.00
Lab Fees	\$47.00
Publisher 2007: Basic	\$16.00
Estimated Costs for State Employee	\$213.00

Course: CPUB071

Section	Date & Time Info			Location		Instructor
0903	Starting Thursday, March 19, 2009, for 2 days	Thursday & Friday	8:30 - 4:30	Lab 1, Basement, Robert G. Clark Building	301 North Lamar Street, Jackson, MS	Charlotte Robinson
0904	Starting Thursday, June 4, 2009, for 2 days	Thursday & Friday	8:30 - 4:30	Lab 1, Basement, Robert G. Clark Building	301 North Lamar Street, Jackson, MS	Charlotte Robinson

Publisher 2007: Level 2

Brief Course Description:



This course is designed to give proficiency in creating newsletters, designing Web sites, setting up mail merges, and performing other advanced-level tasks. Topics covered include:

- basic design options
- typography
- long publications
- mail merge
- interactive forms
- Web site publishing.

Prerequisites: Publisher 2007: Level 1

Materials & Approximate Course Cost:

Tuition for state employees	\$100.00
Lab Fees	\$25.00
Publisher 2007: Advanced	\$16.00
Estimated Costs for State Employee	\$141.00

Course: CPUB072

Section		Date & Time I	nfo	Location		Instructor
0903	Starting Wednesday, April 1, 2009, for 1 day	Wednesday	8:30 - 4:30	Lab 2, Basement, Robert G. Clark Building	301 North Lamar Street, Jackson, MS	Charlotte Robinson
0904	Starting Wednesday, June 24, 2009, for 1 day	Wednesday	8:30 - 4:30	Lab 1, Basement, Robert G. Clark Building	301 North Lamar Street, Jackson, MS	Charlotte Robinson



SharePoint Designer 2007: Level 1

Brief Course Description:



In this course, students will use SharePoint Designer 2007 to create and modify a SharePoint site. Topics covered include:

- getting started with the SharePoint Designer environment
- creating a subsite
- adding content to the site
- working with Cascading Style Sheets
- adding basic functionality to Web pages
- adding SharePoint components to the site
- automating business processes with workflows.

Prerequisites: Introduction to Windows

Materials & Approximate Course Cost:

Tuition for state employees \$224.00 Estimated Costs for State Employee \$224.00

Course: CNHSPD71

Section	Date & Time Info		Location		Instructor	
0901	Starting Monday,	Monday	8:30 - 4:30	Suite R-101, New	1855 Lakeland Dr.,	New Horizons
	January 26, 2009,			Horizons Computer	Jackson, MS	
	for 1 day			Learning Ctr.		
0902	Starting Thursday,	Thursday	8:30 - 4:30	Suite R-101, New	1855 Lakeland Dr.,	New Horizons
	April 23, 2009,			Horizons Computer	Jackson, MS	
	for 1 day			Learning Ctr.		



SharePoint Designer 2007: Level 2

Brief Course Description:



This course builds on the skills and concepts learned in SharePoint Designer 2007 Level 1. Topics covered include:

- Web components and multimedia
- interactive content
- layers
- layout tables
- Web forms
- data-driven pages
- site mangement.

Prerequisites: SharePoint Designer 2007: Level 1

Materials & Approximate Course Cost:

Tuition for state employees \$224.00 Estimated Costs for State Employee \$224.00

Course: CNHSPD72

Section	Date & Time Info		Loca	Location		
0901	Starting Tuesday, January 27, 2009,	Tuesday	8:30 - 4:30	Suite R-101, New Horizons Computer	1855 Lakeland Dr., Jackson, MS	New Horizons
	for 1 day			Learning Ctr.	,	
0902	Starting Friday, April 24, 2009, for 1 day	Friday	8:30 - 4:30	Suite R-101, New Horizons Computer Learning Ctr.	1855 Lakeland Dr., Jackson, MS	New Horizons

Web Site Development Foundations

Brief Course Description:



This course teaches students essential Web page development skills. Students will learn to develop Web sites using HTML and XHTML. Students will learn to write code manually, as well as use GUI authoring tools. Students will also learn to insert images, create hyperlinks, and add tables, forms, and frames to their Web pages. Students will learn about CGI and use it to connect Web pages to databases. Students will also identify e-commerce solutions and relate Web site development to business goals. This course will teach students to work as a productive part of a Web site development team.

Prerequisites: Students should be familiar with an operating system, such as Microsoft Windows, before

taking this class.

Materials & Approximate Course Cost:

Tuition for state employees	\$150.00
Lab Fees	\$47.00
Site Development Foundations	\$54.00
Estimated Costs for State Employee	\$251.00

Course: CWSDF

Section	Date & Time Info			Locati	Location	
0904	Starting Thursday, Thursday & Friday 8:30 - 4:30		Lab 2, Basement,	301 North Lamar	Charlotte	
	January 15, 2009,			Robert G. Clark	Street, Jackson,	Robinson
	for 2 days			Building	MS	
0905	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Lab 2, Basement,	301 North Lamar	Charlotte
	March 23, 2009,			Robert G. Clark	Street, Jackson,	Robinson
	for 2 days			Building	MS	
0906	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Lab 2, Basement,	301 North Lamar	Charlotte
	May 11, 2009,			Robert G. Clark	Street, Jackson,	Robinson
	for 2 days			Building	MS	

Linux+ Certification

Brief Course Description:



This course builds on your existing user-level knowledge and experience with the Linux operating system to present fundamental skills and concepts. Topics covered include:

- familiarizing yourself with Linux
- working with user & group accounts
- working with the Linux file system
- working with files in Linux
- working with Linux permissions & ownership
- printing files
- managing packages
- configuring the Linux environment
- multitasking
- · configuring basic client services
- configuring basic Internet services
- configuring network services
- securing Linux
- working with hardware
- installing Linux

Prerequisites: A+ Essentials

Materials & Approximate Course Cost:

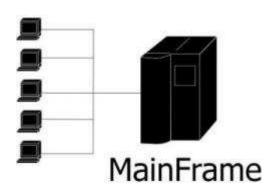
Tuition for state employees \$1,466.00 Estimated Costs for State Employee \$1,466.00

Course: CLINUX+

Section	Date & Time Info Locat			on	Instructor	
0902	Starting Monday, March 16, 2009,	Monday - Friday	8:30 - 4:30	Suite R-101, New Horizons Computer	1855 Lakeland Dr., Jackson, MS	New Horizons
	for 1 week			Learning Ctr.		
0903	Starting Monday, June 8, 2009, for 1 week	Monday - Friday	8:30 - 4:30	Suite R-101, New Horizons Computer Learning Ctr.	1855 Lakeland Dr., Jackson, MS	New Horizons

Introduction to Job Control Language

Brief Course Description:



This course will introduce the hardware and software resources of computer systems and how they can be manipulated with the use of System 390 Job Control Language (JCL). After completing this course, students will be able to:

- identify different JCL statements
- code a JOB card, EXEC card, and DD card
- execute instream and cataloged procedures
- have a working knowledge of IBM standard utilities and IEBGENER.

Prerequisites: Introduction to TSO ISPF/PDF

Materials & Approximate Course Cost:

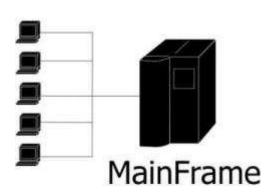
\$150.00
\$47.00
\$75.00
\$272.00

Course: CJCL3

Section	Date & Time Info			Location		Instructor
0902	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Lab 2, Basement,	301 North Lamar	Bruce Lightsey
	April 23, 2009,			Robert G. Clark	Street, Jackson,	
	for 2 days			Building	MS	

Introduction to TSO ISPF/PDF

Brief Course Description:



This course will introduce students to dataset management, dataset utilities, program development and maintenance tools through the use of IBM's interactive system productivity facility/program development facility (ISPF/PDF).

Prerequisites:

This course is for anyone who is developing programs on an MVS system, including beginning and experienced programmers, application and systems programmers, and computer operators in an MVS shop.

Materials & Approximate Course Cost:

Tuition for state employees	\$150.00
Lab Fees	\$47.00
MVS TSO, Part 1	\$50.00
Estimated Costs for State Employee	\$247.00

Course: CTSO1

Section	Date & Time Info			Location		Instructor
0902	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Lab 1, Basement,	301 North Lamar	Louis M. Gaines
	April 9, 2009,			Robert G. Clark	Street, Jackson,	
	for 2 days			Building	MS	

Adobe Acrobat 8: Level 1

Brief Course Description:



Topics covered include:

- accessing information in PDF documents
- creating PDF documents
- modifying PDF documents
- adding PDF navigation
- working with multiple PDF documents
- reviewing a PDF document.

Prerequisites: Introduction to Windows

Materials & Approximate Course Cost:

Tuition for state employees	\$100.00
Lab Fees	\$25.00
Adobe Acrobat 8.0: Level 1	\$16.00
Estimated Costs for State Employee	\$141.00

Course: CADAC81

Section	D	ate & Time In	fo		Location	Instructor
0904	Starting Wednesday, January 14, 2009, for 1 day	Wednesday	8:30 - 4:30	Lab 2, Basement, Robert G. Clark Building	301 North Lamar Street, Jackson, MS	Lynn Kopp
0905	Starting Wednesday, March 11, 2009, for 1 day	Wednesday	8:30 - 4:30	Lab 2, Basement, Robert G. Clark Building	301 North Lamar Street, Jackson, MS	Charlotte Robinson
0906	Starting Wednesday, May 13, 2009, for 1 day	Wednesday	8:30 - 4:30	Lab 2, Basement, Robert G. Clark Building	301 North Lamar Street, Jackson, MS	Charlotte Robinson

Adobe Acrobat 8: Level 2

Brief Course Description:



Topics covered include:

- creating PDFs from technical documents
- enhancing PDF documents
- creating interactive PDF forms in Adobe LiveCycle Designer
- preparing PDF files for commercial printing
- finalizing PDF files for commercial printing.

Prerequisites: Adobe Acrobat 8: Level 1

Materials & Approximate Course Cost:

Tuition for state employees	\$100.00
Lab Fees	\$25.00
Adobe Acrobat 8.0: Level 2	\$16.00
Estimated Costs for State Employee	\$141.00

Course: CADAC82

Section	Date	& Time Info		Lo	Instructor	
0904	Starting Wednesday, February 11, 2009, for 1 day	Wednesday	8:30 - 4:30	Lab 2, Basement, Robert G. Clark Building	301 North Lamar Street, Jackson, MS	Lynn Kopp
0905	Starting Wednesday, April 8, 2009, for 1 day	Wednesday	8:30 - 4:30	Lab 2, Basement, Robert G. Clark Building	301 North Lamar Street, Jackson, MS	Charlotte Robinson
0906	Starting Wednesday, June 10, 2009, for 1 day	Wednesday	8:30 - 4:30	Lab 2, Basement, Robert G. Clark Building	301 North Lamar Street, Jackson, MS	Charlotte Robinson

Keyboarding A to Z

Brief Course Description:



This course is designed for students who want to increase their speed and efficiency on the keyboard. Topics covered include:

- introduction to the keyboard
- the five key phrases
- words & sentences
- capitalization, punctuation, & numbers
- the numeric keypad
- speed & accuracy.

Prerequisites: None

Materials & Approximate Course Cost:

Tuition for state employees	\$100.00
Lab Fees	\$25.00
Keyboarding A to Z	\$25.00
Estimated Costs for State Employee	\$150.00

Course: CKAZ

Section	Date & Time Info			Location		Instructor
0904	Starting Wednesday,	Wednesday	8:30 - 4:30	Lab 2, Basement,	301 North Lamar	Leah Chisolm
	March 25, 2009,			Robert G. Clark	Street, Jackson, MS	
	for 1 day			Building		
0905	Starting Wednesday,	Wednesday	8:30 - 4:30	Lab 2, Basement,	301 North Lamar	Leah Chisolm
	June 17, 2009,			Robert G. Clark	Street, Jackson, MS	
	for 1 day			Building		

Office 2007: New Features

Brief Course Description:



This course provides students with the basic knowledge of Microsoft Office components to use the new features in the Office 2007 suite. Topics covered include:

- the Office 2007 interface
- the Office XML file format
- new Word features
- new Excel features
- new PowerPoint features
- new Outlook features
- new Access features.

Prerequisites: Students should be proficient in Office 2003.

Materials & Approximate Course Cost:

\$100.00
\$25.00
\$16.00
\$141.00

Course: CMOF071

Section	Date & Time Info			Location		Instructor
0903	Starting Wednesday,	Wednesday	8:30 - 4:30	Lab 2, Basement,	301 North Lamar	Leah Chisolm
	April 22, 2009,			Robert G. Clark	Street, Jackson, MS	
	for 1 day			Building		

Photoshop CS2 Level 1

Brief Course Description:



In this course, students work with some of the tools and features to edit images using Photoshop CS2. Topics covered include:

- exploring Photoshop environment
- sizing images
- selecting image areas
- creating image composites
- blending composite images
- exploring image modes
- applying colors
- enhancing images with text and special effects
- adjusting images
- saving completed images.

Prerequisites: Students should be familiar with their computer's operating system and basic operation.

Materials & Approximate Course Cost:

Tuition for state employees \$448.00 Estimated Costs for State Employee \$448.00

Course: CPHOTO1

Section	Date & Time Info		Location		Instructor	
0903	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Suite R-101, New	1855 Lakeland	New Horizons
	January 26, 2009,			Horizons Computer	Dr., Jackson,	
	for 2 days			Learning Ctr.	MS	
0904	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Suite R-101, New	1855 Lakeland	New Horizons
	April 20, 2009,			Horizons Computer	Dr., Jackson,	
	for 2 days			Learning Ctr.	MS	

Photoshop CS2 Level 2

Brief Course Description:



In this course, students learn skills to enhance their ability to create accurate masks, image effects, retouch images, and automate repetitive tasks. Topics covered include:

- masking and clipping layers
- masking with vector paths
- filling image areas
- creating special effects
- automating tasks.

Prerequisites: Photoshop CS2 Level 1

Materials & Approximate Course Cost:

Tuition for state employees \$448.00 Estimated Costs for State Employee \$448.00

Course: CPHOTO2

Section	Date & Time Info			Location		Instructor
0903	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Suite R-101, New	1855 Lakeland	New Horizons
	February 19, 2009,			Horizons Computer	Dr., Jackson,	
	for 2 days			Learning Ctr.	MS	
0904	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Suite R-101, New	1855 Lakeland	New Horizons
	May 14, 2009,			Horizons Computer	Dr., Jackson,	
	for 2 days			Learning Ctr.	MS	

PowerPoint 2003: Level 1

Brief Course Description:



Topics covered include:

- creating presentations
- modifying presentations
- inserting objects
- modifying objects, charts, & tables.

Prerequisites: Introduction to Windows

Materials & Approximate Course Cost:

Tuition for state employees	\$150.00
Lab Fees	\$47.00
PowerPoint 2003: Module I	\$16.00
Estimated Costs for State Employee	\$213.00

Course: CPP031

Section	Date & Time Info			Location		Instructor
0904	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Lab 2, Basement,	301 North Lamar	Leah Chisolm
	January 12, 2009,			Robert G. Clark	Street, Jackson,	
	for 2 days			Building	MS	
0905	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Lab 2, Basement,	301 North Lamar	Anne Butler
	March 12, 2009,			Robert G. Clark	Street, Jackson,	
	for 2 days			Building	MS	
0906	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Lab 2, Basement,	301 North Lamar	Anne Butler
	May 14, 2009,			Robert G. Clark	Street, Jackson,	
	for 2 days			Building	MS	

PowerPoint 2003: Level 2

Brief Course Description:



Topics covered include:

- formatting presentations
- reviewing presentations
- delivering presentations
- customizing presentations
- animating presentations
- printing presentations
- exporting presentations to Microsoft Word
- preparing presentations for delivery in different formats.

Prerequisites: PowerPoint 2003: Level 1

Materials & Approximate Course Cost:

Tuition for state employees	\$150.00
Lab Fees	\$47.00
PowerPoint 2003: Module II	\$16.00
Estimated Costs for State Employee	\$213.00

Course: CPP032

Section	Date & Time Info			Location		Instructor
0904	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Lab 2, Basement,	301 North Lamar	Leah Chisolm
	February 19, 2009,			Robert G. Clark	Street, Jackson,	
	for 2 days			Building	MS	
0905	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Lab 2, Basement,	301 North Lamar	Leah Chisolm
	June 8, 2009,			Robert G. Clark	Street, Jackson,	
	for 2 days			Building	MS	

PowerPoint 2007: Level 1

Brief Course Description:



This course covers the basic functions of PowerPoint 2007. Topics covered include:

- the PowerPoint window
- new presentations
- formatting slides
- drawing objects
- graphics
- tables & charts
- modifying presentations
- proofing & delivering presentations.

Prerequisites: Introduction to Windows

Materials & Approximate Course Cost:

Tuition for state employees	\$150.00
Lab Fees	\$47.00
PowerPoint 2007: Basic	\$16.00
Estimated Costs for State Employee	\$213.00

Course: CPP071

Section	Date & Time Info			Location		Instructor
0904	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Lab 2, Basement,	301 North Lamar	Leah Chisolm
	February 2, 2009,			Robert G. Clark	Street, Jackson,	
	for 2 days			Building	MS	
0905	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Lab 2, Basement,	301 North Lamar	Anne Butler
	April 20, 2009,			Robert G. Clark	Street, Jackson,	
	for 2 days			Building	MS	
0906	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Lab 2, Basement,	301 North Lamar	Leah Chisolm
	June 1, 2009,			Robert G. Clark	Street, Jackson,	
	for 2 days			Building	MS	

PowerPoint 2007: Level 2

Brief Course Description:



Topics covered include:

- custom presentation options
- graphic & multimedia content
- customizing SmartArt graphics & tables
- action buttons & custom slide shows
- distributing a presentation
- integrating Microsoft Office files.

Prerequisites: PowerPoint 2007: Level 1

Materials & Approximate Course Cost:

Tuition for state employees	\$150.00
Lab Fees	\$47.00
PowerPoint 2007: Advanced	\$16.00
Estimated Costs for State Employee	\$213.00

Course: CPP072

Section	Date & Time Info			Location		Instructor
0904	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Lab 2, Basement,	301 North Lamar	Leah Chisolm
	March 5, 2009,			Robert G. Clark	Street, Jackson,	
	for 2 days			Building	MS	
0905	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Lab 2, Basement,	301 North Lamar	Leah Chisolm
	June 18, 2009,			Robert G. Clark	Street, Jackson,	
	for 2 days			Building	MS	

Windows Vista: Level 1

Brief Course Description:



This course introduces students to the basic concepts of the Windows Vista operating system. Students will be introduced to the features of Windows Vista. Topics covered include:

- Windows Vista environment
- folders & gadgets
- content management
- customization
- Internet Explorer multimedia.

Prerequisites: None

Materials & Approximate Course Cost:

Tuition for state employees\$100.00Lab Fees\$25.00Windows Vista: Basic\$16.00Estimated Costs for State Employee\$141.00

Course: CWNVISTA1

Section	Da	ate & Time Inf	O	Le	Location		
0903	Starting Wednesday, January 28, 2009, for 1 day	Wednesday	8:30 - 4:30	Lab 2, Basement, Robert G. Clark Building	301 North Lamar Street, Jackson, MS	Leah Chisolm	
0904	Starting Wednesday, March 4, 2009, for 1 day	Wednesday	8:30 - 4:30	Lab 2, Basement, Robert G. Clark Building	301 North Lamar Street, Jackson, MS	Leah Chisolm	
0905	Starting Wednesday, May 6, 2009, for 1 day	Wednesday	8:30 - 4:30	Lab 2, Basement, Robert G. Clark Building	301 North Lamar Street, Jackson, MS	Leah Chisolm	

Windows Vista: Level 2

Brief Course Description:



This course introduces students to the advanced concepts of the Windows Vista operating system. Topics covered include:

- system management
- managing multiple users
- file management
- print management
- networking
- collaboration tools.

Prerequisites: Windows Vista: Level 1

Materials & Approximate Course Cost:

Tuition for state employees	\$100.00
Lab Fees	\$25.00
Windows Vista: Advanced	\$16.00
Estimated Costs for State Employee	\$141.00

Course: CWNVISTA2

Section	Date & Time Info		Locati	Instructor		
0903	Starting Wednesday, February 25, 2009,	Wednesday	8:30 - 4:30	Lab 2, Basement, Robert G. Clark Building	301 North Lamar Street, Jackson, MS	Leah Chisolm
0904	for 1 day Starting Wednesday, June 24, 2009, for 1 day	Wednesday	8:30 - 4:30	Lab 2, Basement, Robert G. Clark Building	301 North Lamar Street, Jackson, MS	Leah Chisolm

Oracle Database 10g: Administration I

Brief Course Description:



This course allows students to gain the skills necessary for basic day-to-day administration of an Oracle 10g database. Topics covered include:

- installing Oracle 10g database software
- exploring the Oracle database architecture
- database instance process architecture
- creating an Oracle database
- controlling the database environment
- table spaces
- advanced tablespaces
- data files & temp files
- undo management
- database security
- administering users
- loading data with SQL loader
- exporting & importing data
- Oracle net services
- Oracle shared servers
- monitoring & resolving lock conflicts
- backup & recovery concepts.

Prerequisites: Students should be familiar with databases.

Materials & Approximate Course Cost:

Tuition for state employees \$1,725.00 Estimated Costs for State Employee \$1,725.00

Course: COR10DBA1

Section	Date & Time Info			Location		Instructor
0902	Starting Monday,	Monday - Friday	8:30 - 4:30	Suite R-101, New	1855 Lakeland Dr.,	New Horizons
	January 5, 2009,			Horizons Computer	Jackson, MS	
	for 1 week			Learning Ctr.		
0903	Starting Monday,	Monday - Friday	8:30 - 4:30	Suite R-101, New	1855 Lakeland Dr.,	New Horizons
	March 30, 2009,			Horizons Computer	Jackson, MS	
	for 1 week			Learning Ctr.		

Oracle Database 10g: Administration II

Brief Course Description:



In this course, students will develop an advanced understanding of complex Oracle database concepts, maintenance and recovery routines, and database management. Students will learn how to control and manage an Oracle installation. Topics covered include:

- monitoring the database
- monitoring & managing memory
- monitoring & managing database performance
- monitoring & managing storage
- restoring data with Oracle Flashback
- backing up and recovering data
- configuring the Recovery Manager (RMAN)
- performing RMAN backups
- performing RMAN recoveries
- utilizing Automatic Storage Management (ASM)
- automating tasks with the Scheduler
- Globalization Support Obj.

Prerequisites: Oracle Database 10g: Administration I

Materials & Approximate Course Cost:

Tuition for state employees \$1,035.00 Estimated Costs for State Employee \$1,035.00

Course: COR10DBA2

Section	Date & Time Info		Locati	ion	Instructor	
0901	Starting Monday, February 9, 2009, for 3 days	Monday, Tuesday & Wednesday	8:30 - 4:30	Suite R-101, New Horizons Computer Learning Ctr.	1855 Lakeland Dr., Jackson, MS	New Horizons
0902	Starting Monday, May 4, 2009, for 3 days	Monday, Tuesday & Wednesday	8:30 - 4:30	Suite R-101, New Horizons Computer Learning Ctr.	1855 Lakeland Dr., Jackson, MS	New Horizons



Oracle Database 10g: Introduction to SQL

Brief Course Description:



In this course, students will learn about the relational database principles and SQL queries using Oracle. Topics covered include:

- relational databases & SQL
- using SQL *Plus
- building a select statement
- building a Where Clause
- ordering the Result Table
- pseudo columns & functions
- joining tables
- using set operators
- summary functions
- using subqueries
- creating & selecting groups
- SQL *Plus commands
- build simple SQL *Plus reports
- SQL data definition language
- SQL data manipulation language
- SQL99 join techniques
- enhancing groups with Rollup & Cube
- using the Case Expression
- SQL functions (character & non-character)
- more.

Prerequisites: Students should be familiar with databases.

Materials & Approximate Course Cost:

Tuition for state employees \$1,725.00 Estimated Costs for State Employee \$1,725.00

Course: CNHORSQL1

Section	Date & Time Info		Location		Instructor	
0901	Starting Monday,	Monday - Friday	8:30 - 4:30	Suite R-101, New	1855 Lakeland Dr.,	New Horizons
	March 2, 2009,			Horizons Computer	Jackson, MS	
	for 1 week			Learning Ctr.		
0902	Starting Monday,	Monday - Friday	8:30 - 4:30	Suite R-101, New	1855 Lakeland Dr.,	New Horizons
	June 8, 2009,			Horizons Computer	Jackson, MS	
	for 1 week			Learning Ctr.		

Introduction to Technology Procurement for State Agencies

Brief Course Description:



This course will present an overview of ITS' statutory responsibilities for technology procurements, as well as IT procurement policies and procedures that apply to state agency customers. Topics covered include:

- ITS statute: responsibility and authority
- ITS procurement purview: what's in, what's out, and what's in limbo
- the procurement process: tasks and timeframes, deadlines, and agency roles and responsibilities
- procurement types: competitive, sole source, exemptions, planned purchases, modifications
- procurement instruments: RFPs, General RFPs, and EPLs
- ITS/customer partnerships: effective collaboration and the biggest bang for the buck.

Prerequisites:

All state agency personnel who are involved in information technology purchasing, who participate in technology initiatives, or who are in-terested in technology or government purchasing are encouraged to attend.

Materials & Approximate Course Cost:

Tuition for state employees	\$25.00
Estimated Costs for State Employee	\$25.00

Course: CPROC1

Section	Da	Date & Time Info Location I		Location		Instructor
0903	Starting Tuesday,	Tuesday	9:00 - 12:00	Classroom 1,	301 North Lamar	ITS Procurement
	February 17, 2009,			Robert G. Clark	Street, Jackson,	Management Staff
	for 1 day			Bldg., 4th Floor	MS	
0904	Starting Thursday,	Tuesday	9:00 - 12:00	Classroom 1,	301 North Lamar	ITS Procurement
	May 7, 2009,			Robert G. Clark	Street, Jackson,	Management Staff
	for 1 day			Bldg., 4th Floor	MS	

SQL Querying: Level 1

Brief Course Description:



This course will teach students how to compose SQL queries to retrieve information from the database. Topics covered include:

- executing a simple query
- performing a conditional search
- working with functions
- organizing data
- retrieving data from multiple tables
- presenting query results.

Prerequisites: Students should be familiar with their computer's operating system and basic operation.

Materials & Approximate Course Cost:

Tuition for state employees \$293.00 Estimated Costs for State Employee \$293.00

Course: CNHSQL1

Section	Date & Time Info			Loc	Location		
0903	Starting Wednesday, January 28, 2009, for 1 day	Wednesday	8:30 - 4:30	Suite R-101, New Horizons Computer Learning Ctr.	1855 Lakeland Dr., Jackson, MS	New Horizons	
0904	Starting Wednesday, April 22, 2009, for 1 day	Wednesday	8:30 - 4:30	Suite R-101, New Horizons Computer Learning Ctr.	1855 Lakeland Dr., Jackson, MS	New Horizons	
0905	Starting Tuesday, June 30, 2009, for 1 day	Wednesday	8:30 - 4:30	Suite R-101, New Horizons Computer Learning Ctr.	1855 Lakeland Dr., Jackson, MS	New Horizons	

SQL Querying: Level 2

Brief Course Description:



In this course, students will create advanced SQL queries and manipulate and index tables. Topics covered include:

- advanced querying using subqueries
- manipulating table data
- manipulating the table structure
- working with views
- indexing data.

Prerequisites: SQL Querying: Level 1

Materials & Approximate Course Cost:

Tuition for state employees \$293.00 Estimated Costs for State Employee \$293.00

Course: CNHSQL2

Section	Date & Time Info		Locati	Location		
0903	Starting Tuesday, February 10, 2009,	Tuesday	8:30 - 4:30	Suite R-101, New Horizons Computer	1855 Lakeland Dr., Jackson, MS	New Horizons
	for 1 day			Learning Ctr.		
0904	Starting Tuesday, May 5, 2009,	Tuesday	8:30 - 4:30	Suite R-101, New Horizons Computer	1855 Lakeland Dr., Jackson, MS	New Horizons
	for 1 day			Learning Ctr.		

Crystal Reports 11: Level 1

Brief Course Description:



In this course, students will build basic list and group reports that work with almost any database. Topics covered include:

- creating a report
- displaying specific report data
- grouping report data
- building formulas
- formatting reports
- enhancing reports
- creating pie charts
- distributing data.

Prerequisites:

Students should be familiar with the basic functions of their computer's operating system and have a basic understanding of database concepts.

Materials & Approximate Course Cost:

Tuition for state employees \$517.00 Estimated Costs for State Employee \$517.00

Course: CCR111

Section	D	ate & Time Info		Location		Instructor
0903	Starting Tuesday, January 20, 2009, for 2 days	Tuesday & Wednesday	8:30 - 4:30	Suite R-101, New Horizons Computer Learning Ctr.	1855 Lakeland Dr., Jackson, MS	New Horizons
0904	Starting Monday, April 13, 2009, for 2 days	Monday & Tuesday	8:30 - 4:30	Suite R-101, New Horizons Computer Learning Ctr.	1855 Lakeland Dr., Jackson, MS	New Horizons

Crystal Reports 11: Level 2

Brief Course Description:



In this course, students will learn how to create more sophisticated reports, including subreports and cross-tabs, and how to increase the speed and efficiency of their reports by using SQL queries. Topics covered include:

- creating running totals
- building cross-tabs in reports
- adding subreports
- creating drill-downs
- enhancing report processing by writing SQL statements
- charting data
- reporting on Excel data with Crystal Reports
- working with prompts
- enhancing report functionality.

Prerequisites: Crystal Reports 11: Level 1

Materials & Approximate Course Cost:

Tuition for state employees \$517.00 Estimated Costs for State Employee \$517.00

Course: CCR112

Section	Date & Time Info		Location	Instructor		
0903	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Suite R-101, New	1855 Lakeland	New Horizons
	March 9, 2009,			Horizons Computer	Dr., Jackson, MS	
	for 2 days			Learning Ctr.		
0904	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Suite R-101, New	1855 Lakeland	New Horizons
	June 1, 2009,			Horizons Computer	Dr., Jackson, MS	
	for 2 days			Learning Ctr.		

Fundamentals for IT Project Management in State Government

Brief Course Description:



This class covers the fundamentals of project management for IT projects and highlights the issues specific to the State Government Environment, as well as managing the "people" side of technology projects. This class is intended for all levels of IT professionals interested in improving their project management skills.

Prerequisites: None

Materials & Approximate Course Cost:

Tuition for state employees \$150.00 Estimated Costs for State Employee \$150.00

Course: CITPM1

Section	Date & Time Info			Location		Instructor
0903	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Classroom 1,	301 North Lamar	John Simpson
	March 5, 2009,			Robert G. Clark	Street, Jackson,	
	for 2 days			Bldg., 4th Floor	MS	
0904	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Classroom 1,	301 North Lamar	John Simpson
	June 11, 2009,			Robert G. Clark	Street, Jackson,	
	for 2 days			Bldg., 4th Floor	MS	

Microsoft Project 2003: Part I

Brief Course Description:



Topics covered include:

- identifying project management skills and certifications
- creating projects
- working with project data and tasks
- using calendars
- working with resources and costs.

Prerequisites: Introduction to Windows

Materials & Approximate Course Cost:

Tuition for state employees\$100.00Lab Fees\$25.00Project 2003: Module I\$16.00Estimated Costs for State Employee\$141.00

Course: CMSPJ31

Section	Da	ate & Time In	fo	Lo	Location		
0904	Starting Wednesday, January 28, 2009, for 1 day	Wednesday	8:30 - 4:30	Lab 1, Basement, Robert G. Clark Building	301 North Lamar Street, Jackson, MS	Charlotte Robinson	
0905	Starting Wednesday, March 25, 2009, for 1 day	Wednesday	8:30 - 4:30	Lab 1, Basement, Robert G. Clark Building	301 North Lamar Street, Jackson, MS	Charlotte Robinson	
0906	Starting Wednesday, May 20, 2009, for 1 day	Wednesday	8:30 - 4:30	Lab 1, Basement, Robert G. Clark Building	301 North Lamar Street, Jackson, MS	Lynn Kopp	

Microsoft Project 2003: Part II

Brief Course Description:



Topics covered include:

- evaluating project schedules
- tracking project performance and managing costs
- customizing project tables, filters, views, and reports
- creating and using templates
- managing multiple projects.

Prerequisites: Microsoft Project 2003: Part I

Materials & Approximate Course Cost:

Tuition for state employees	\$150.00
Lab Fees	\$47.00
Project 2003: Module II	\$16.00
Estimated Costs for State Employee	\$213.00

Course: CMSPJ32

Section	Da	te & Time Info		Location		Instructor	
0905	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Lab 1, Basement,	301 North	Charlotte	
	February 26, 2009,			Robert G. Clark	Lamar Street,	Robinson	
	for 2 days			Building	Jackson, MS		
0906	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Lab 1, Basement,	301 North	Charlotte	
	April 16, 2009,			Robert G. Clark	Lamar Street,	Robinson	
	for 2 days			Building	Jackson, MS		
0907	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Lab 1, Basement,	301 North	Lynn Kopp	
	June 22, 2009,			Robert G. Clark	Lamar Street,		
	for 2 days			Building	Jackson, MS		



Microsoft Project 2007: Part I

Brief Course Description:



Topics covered include:

- project management concepts
- working with tasks
- scheduling tasks
- managing resources
- working with views and tables
- filtering, grouping, and sorting
- finalizing the task plan

Prerequisites: Introduction to Windows

Materials & Approximate Course Cost:

Tuition for state employees	\$100.00
Lab Fees	\$25.00
Project 2007: Basic	\$16.00
Estimated Costs for State Employee	\$141.00

Course: CMSPJ71

Section	Date & Time Info			Location		Instructor
0901	Starting Thursday, January 15, 2009, for 2 days	Thursday & Friday	8:30 - 4:30	Lab 1, Basement, Robert G. Clark Building	301 North Lamar Street, Jackson, MS	Charles Case
0902	Starting Thursday, April 9, 2009, for 2 days	Thursday & Friday	8:30 - 4:30	Lab 2, Basement, Robert G. Clark Building	301 North Lamar Street, Jackson, MS	Charles Case



Microsoft Project 2007: Part II

Brief Course Description:



Topics covered include:

- tracking project work
- analyzing and adjusting the plan
- formatting and reporting
- customizing the project environment
- managing multiple projects
- project communications
- exchanging project data

Prerequisites: Microsoft Project 2007: Level 1

Materials & Approximate Course Cost:

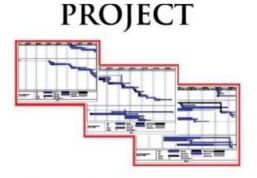
Tuition for state employees	\$100.00
Lab Fees	\$25.00
Project 2007: Advanced	\$16.00
Estimated Costs for State Employee	\$141.00

Course: CMSPJ72

Section	Date & Time Info			Location		Instructor
0901	Starting Tuesday,	Tuesday & Wednesday	8:30 - 4:30	Lab 2, Basement,	301 North	Charles Case
	February 17, 2009,			Robert G. Clark	Lamar Street,	
	for 2 days			Building	Jackson, MS	
0902	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Lab 2, Basement,	301 North	Charles Case
	May 4, 2009,			Robert G. Clark	Lamar Street,	
	for 2 days			Building	Jackson, MS	

PMP Orientation

Brief Course Description:



Attendance is mandatory if you plan to register for the Preparing for PMI's PMP Examination Cram Course. Registration forms for the Cram Course will be provided at this orientation session.

MANAGEMENT

Prerequisites: None

Materials & Approximate Course Cost: No Charge

Course: CPMPOR

Section	Date & Time Info			Loca	Instructor	
0902	Starting Friday,	Friday	10:30 - 11:30	Classroom 1, Robert	301 North Lamar	Cheryl Crawford
	February 27, 2009,			G. Clark Bldg., 4th	Street, Jackson,	
	for 1 day			Floor	MS	

Preparing for PMI's PMP Examination Cram Course

Brief Course Description:



The purpose of this class is to prepare class participants to take the PMP exam. This class will teach the principles of the PMBOK, while incorporating exam tips. Topics covered include:

- integration
- scope
- time cost
- quality
- human resources
- communication
- risk
- procurement.

MANAGEMENT

Prerequisites:

Participants MUST:

- attend the February 27th orientation session;
- have read A Guide to the Project Management Body of Knowledge Third Edition (PMBOK Guide);
- memorize two sheets of information that will be provided upon registration; and
- schedule a date to sit for your exam PRIOR TO June 30, 2009.

ALL REGISTRATION FORMS MUST BE SUBMITTED NO LATER THAN MARCH 20, 2009, TO PROVIDE ADEQUATE TIME FOR STUDENTS TO PREPARE PRIOR TO THE BEGINNING OF CLASS.

Materials & Approximate Course Cost:

Tuition for state employees	\$300.00
A Guide to the PMBOK - Third Edition	\$40.00
Estimated Costs for State Employee	\$435.00

Course: CPMP1

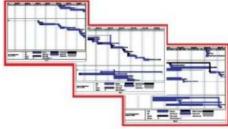
Section	Date & Time Info			Locat	Instructor	
0902	Friday, May 1, 2009	Friday	8:30 - 4:30	Classroom 1, Robert	301 North	Cheryl Crawford
	Friday, May 8, 2009			G. Clark Bldg., 4th	Lamar Street,	
	Friday, May 15, 2009			Floor	Jackson, MS	
	Friday, May 22, 2009					



Project Management Fundamentals

Brief Course Description:





MANAGEMENT

This course is a primer on the basics of project management. Students will learn how to use project management techniques to plan, organize, control, document, and close out their projects successfully and with minimum risk. Topics covered include:

- the project life cycle
- setting up for success
- the project team
- · risk management
- project plans
- the project schedule
- the project budget
- project tracking and control
- project reports
- project close-out.

Prerequisites: None

Materials & Approximate Course Cost:

Tuition for state employees \$224.00 Estimated Costs for State Employee \$224.00

Course: CNHPMF

Section	Date & Time Info			Location		Instructor
0901	Starting Wednesday,	Wednesday	8:30 - 4:30	Suite R-101, New	1855 Lakeland	New Horizons
	January 28, 2009,			Horizons Computer	Dr., Jackson,	
	for 1 day			Learning Ctr.	MS	
0902	Starting Monday,	Monday	8:30 - 4:30	Suite R-101, New	1855 Lakeland	New Horizons
	April 20, 2009,			Horizons Computer	Dr., Jackson,	
	for 1 day			Learning Ctr.	MS	



Six Sigma Green Belt

Brief Course Description:



This course emphasizes a structured problem-solving methodology for addressing business improvement projects, use of intermediate quality tools within that methodology, and generating bottom-line financial results. This program provides participants with an overview of Six Sigma, as well as key concepts associated with effective project teams. The program focuses on the DMAIC process improvement methodology and the relevant, intermediate-level tools within that methodology. Topics covered include:

- business improvement
- defining & analyzing oppoortunity
- measuring, improving, & controlling performance.

Prerequisites:

Students should be proficient with basic Excel functionality and should be familiar with basic statistics. Reading an introductory book such as *Statistics for Dummies*, prior to attending the program is recommended.

Materials & Approximate Course Cost:

Tuition for state employees \$3,270.00 Estimated Costs for State Employee \$3,270.00

Course: C6SIGG

Section	Date & Time Info			Loca	Instructor	
0901	Starting Monday,	Monday - Friday	8:30 - 4:30	Lab 1, Basement,	301 North Lamar	Motorola
	March 30, 2009,			Robert G. Clark	Street, Jackson,	University
	for 1 week			Building	MS	

Excel 2003: Level 1

Brief Course Description:



Topics covered include:

- creating workbooks
- modifying worksheets
- formatting worksheets
- printing worksheets
- creating & editing formulas
- working with basic functions and the Function Wizard
- applying text attributes and other formatting characteristics
- creating workbooks from templates
- using styles
- adding worksheet backgrounds
- applying AutoFormats
- finding and replacing data.

Prerequisites: Introduction to Windows

Materials & Approximate Course Cost:

Tuition for state employees	\$150.00
Lab Fees	\$47.00
Excel 2003: Module I	\$16.00
Estimated Costs for State Employee	\$213.00

Course: CEX031

Section	Date & Time Info		Location		Instructor	
0904	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Lab 1, Basement,	301 North Lamar	Leah Chisolm
	January 22, 2009,			Robert G. Clark	Street, Jackson,	
	for 2 days			Building	MS	
0905	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Lab 1, Basement,	301 North Lamar	Leah Chisolm
	March 23, 2009,			Robert G. Clark	Street, Jackson,	
	for 2 days			Building	MS	
0906	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Lab 1, Basement,	301 North Lamar	Leah Chisolm
	May 28, 2009,			Robert G. Clark	Street, Jackson,	
	for 2 days			Building	MS	

Excel 2003: Level 2

Brief Course Description:



Topics covered include:

- organizing and conslidating data from multiple worksheets
- adjusting the screen display
- working with advanced functions
- using advanced formatting features
- using advanced print options
- filtering data
- using comments
- naming worksheet ranges and formulas
- · creating and modifying charts
- protecting data
- importing and exporting data
- saving worksheets and workbooks as Web pages
- publishing worksheets and workbooks to the Web.

Prerequisites: Excel 2003: Level 1

Materials & Approximate Course Cost:

Tuition for state employees	\$150.00
Lab Fees	\$47.00
Excel 2003: Module II	\$16.00
Estimated Costs for State Employee	\$213.00

Course: CEX032

Section	Date & Time Info			Location		Instructor	
0904	Starting Monday, February 23, 2009, for 2 days	Monday & Tuesday	8:30 - 4:30	Lab 1, Basement, Robert G. Clark Building	301 North Lamar Street, Jackson, MS	Leah Chisolm	
0905	Starting Monday, April 13, 2009, for 2 days	Monday & Tuesday	8:30 - 4:30	Lab 1, Basement, Robert G. Clark Building	301 North Lamar Street, Jackson, MS	Leah Chisolm	
0906	Starting Thursday, June 11, 2009, for 2 days	Thursday & Friday	8:30 - 4:30	Lab 2, Basement, Robert G. Clark Building	301 North Lamar Street, Jackson, MS	Leah Chisolm	

Excel 2003: Level 3

Brief Course Description:



Topics covered include:

- validating data
- creating & modifying list ranges
- sorting database data
- using database functions
- using the Advanced Filter and Automatic Subtotal features
- creating & modifying PivotTables and PivotCharts
- formatting & adjusting PivotTables
- auditing worksheets
- performing what-if analyses
- working with scenarios.

Prerequisites: Excel 2003: Level 2

Materials & Approximate Course Cost:

Tuition for state employees	\$150.00
Lab Fees	\$47.00
Excel 2003: Module III	\$16.00
Estimated Costs for State Employee	\$213.00

Course: CEX033

Section	Date & Time Info			Location		Instructor
0903	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Lab 2, Basement,	301 North	Charlotte
	March 9, 2009,			Robert G. Clark	Lamar Street,	Robinson
	for 2 days			Building	Jackson, MS	
0904	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Lab 2, Basement,	301 North	Charlotte
	June 22, 2009,			Robert G. Clark	Lamar Street,	Robinson
	for 2 days			Building	Jackson, MS	

Excel 2007: Level 1

Brief Course Description:



This course teaches the basic fundamentals of Excel 2007. Topics covered include:

- spreadsheet terminology
- entering & editing data
- modifying worksheets
- using functions
- formatting worksheets
- printing
- creating charts
- managing large workbooks.

Prerequisites: Introduction to Windows

Materials & Approximate Course Cost:

Tuition for state employees	\$150.00
Lab Fees	\$47.00
Excel 2007: Basic	\$16.00
Estimated Costs for State Employee	\$213.00

Course: CEX071

Section	Da	nte & Time Info		Location		Instructor
0904	Starting Tuesday,	Tuesday & Wednesday	8:30 - 4:30	Lab 1, Basement,	301 North	Leah Chisolm
	January 20, 2009,			Robert G. Clark	Lamar Street,	
	for 2 days			Building	Jackson, MS	
0905	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Lab 2, Basement,	301 North	Leah Chisolm
	February 26, 2009,			Robert G. Clark	Lamar Street,	
	for 2 days			Building	Jackson, MS	
0906	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Lab 1, Basement,	301 North	Leah Chisolm
	May 21, 2009,			Robert G. Clark	Lamar Street,	
	for 2 days			Building	Jackson, MS	

Excel 2007: Level 2

Brief Course Description:



This course teaches students to use multiple worksheets and workbooks efficiently and start working with more advanced formatting options. Topics covered include:

- using multiple worksheets and workbooks
- advanced formatting
- outlining and subtotals
- cell and range names
- lists and tables
- Web and Internet features
- advanced charting
- documenting and auditing
- templates and settings.

Prerequisites: Excel 2007: Level 1

Materials & Approximate Course Cost:

Tuition for state employees	\$150.00
Lab Fees	\$47.00
Excel 2007: Intermediate	\$16.00
Estimated Costs for State Employee	\$213.00

Course: CEX072

Section	Date & Time Info			Location		Instructor
0904	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Lab 2, Basement,	301 North Lamar	Leah Chisolm
	February 9, 2009,			Robert G. Clark	Street, Jackson,	
	for 2 days			Building	MS	
0905	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Lab 1, Basement,	301 North Lamar	Leah Chisolm
	April 20, 2009,			Robert G. Clark	Street, Jackson,	
	for 2 days			Building	MS	
0906	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Lab 2, Basement,	301 North Lamar	Leah Chisolm
	June 15, 2009,			Robert G. Clark	Street, Jackson,	
	for 2 days			Building	MS	

Excel 2007: Level 3

Brief Course Description:



This course teaches students to work with advanced functions of Excel 2007. Topics covered include:

- logical functions
- math & statistical functions
- financial functions
- displaying and printing formulas
- lookups and data tables
- advanced list management
- PivotTables & PivotCharts
- exporting & importing
- analytical options
- macros & custom functions
- conditional formatting & SmartArt.

Prerequisites: Excel 2007: Level 2

Materials & Approximate Course Cost:

Tuition for state employees	\$150.00
Lab Fees	\$47.00
Excel 2007: Advanced	\$16.00
Estimated Costs for State Employee	\$213.00

Course: CEX073

Section	Date & Time Info			Location		Instructor
0903	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Lab 2, Basement,	301 North Lamar	Charlotte
	March 26, 2009,			Robert G. Clark	Street, Jackson,	Robinson
	for 2 days			Building	MS	
0904	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Lab 2, Basement,	301 North Lamar	Charlotte
	June 29, 2009,			Robert G. Clark	Street, Jackson,	Robinson
	for 2 days			Building	MS	

Word 2003: Level 1

Brief Course Description:



Topics covered include:

- working in the Word environment
- navigating documents
- creating and saving files
- working with document properties
- using Word tools
- formatting text
- checking spelling and grammar
- using the Thesaurus and research tools
- printing documents, envelopes, and labels
- working with charts, diagrams, and collaboration features
- creating and modifying charts.

Prerequisites: Introduction to Windows

Materials & Approximate Course Cost:

Tuition for state employees	\$150.00
Lab Fees	\$47.00
Word 2003: Module I	\$16.00
Estimated Costs for State Employee	\$213.00

Course: CWD031

Section	Date & Time Info			Locat	Instructor	
0904	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Lab 2, Basement,	301 North Lamar	Leah Chisolm
	January 8, 2009,			Robert G. Clark	Street, Jackson,	
	for 2 days			Building	MS	
0905	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Lab 2, Basement,	301 North Lamar	Anne Butler
	March 19, 2009,			Robert G. Clark	Street, Jackson,	
	for 2 days			Building	MS	
0906	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Lab 2, Basement,	301 North Lamar	Anne Butler
	May 28, 2009,			Robert G. Clark	Street, Jackson,	
	for 2 days			Building	MS	

Word 2003: Level 2

Brief Course Description:



Topics covered include:

- working with graphics
- using advanced formatting options
- working with headers and footers
- working with columns
- using styles
- creating & formatting tables
- using basic collaboration features
- using charts, diagrams, and organization charts.

Prerequisites: Word 2003: Level 1

Materials & Approximate Course Cost:

Tuition for state employees	\$150.00
Lab Fees	\$47.00
Word 2003: Module II	\$16.00
Estimated Costs for State Employee	\$213.00

Course: CWD032

Section	Date & Time Info			Locat	Instructor	
0904	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Lab 2, Basement,	301 North Lamar	Leah Chisolm
	February 5, 2009,			Robert G. Clark	Street, Jackson,	
	for 2 days			Building	MS	
0905	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Lab 2, Basement,	301 North Lamar	Anne Butler
	April 16, 2009,			Robert G. Clark	Street, Jackson,	
	for 2 days			Building	MS	
0906	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Lab 2, Basement,	301 North Lamar	Anne Butler
	June 4, 2009,			Robert G. Clark	Street, Jackson,	
	for 2 days			Building	MS	

Word 2003: Level 3

Brief Course Description:



Topics covered include:

- creating a form design
- working with form fields
- enhancing, protecting, and testing forms
- using the Mail Merge tool to create form letters, labels, and envelopes
- using advanced collaboration features.

Prerequisites: Word 2003: Level 2

Materials & Approximate Course Cost:

Tuition for state employees	\$150.00
Lab Fees	\$47.00
Word 2003: Module III	\$16.00
Estimated Costs for State Employee	\$213.00

Course: CWD033

Section	Da	ate & Time Info		Locatio	n	Instructor
0904	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Lab 2, Basement,	301 North Lamar	Anne Butler
	March 2, 2009,			Robert G. Clark	Street, Jackson,	
	for 2 days			Building	MS	
0905	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Lab 2, Basement,	301 North Lamar	Leah Chisolm
	April 30, 2009,			Robert G. Clark	Street, Jackson,	
	for 2 days			Building	MS	
0906	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Lab 2, Basement,	301 North Lamar	Anne Butler
	June 25, 2009,			Robert G. Clark	Street, Jackson,	
	for 2 days			Building	MS	

Word 2007: Level 1

Brief Course Description:



This course covers the basic functions of Word 2007. Topics covered include:

- the Word Window
- new documents
- navigation & selection techniques
- editing text
- formatting text
- tables
- page layout
- proofing & printing documents
- graphics.

Prerequisites: Introduction to Windows

Materials & Approximate Course Cost:

Tuition for state employees	\$150.00
Lab Fees	\$47.00
Word 2007: Basic	\$16.00
Estimated Costs for State Employee	\$213.00

Course: CWD071

Section	Da	ate & Time Info		Location		Instructor
0904	Starting Tuesday, January 6, 2009, for 2 days	Tuesday & Wednesday	8:30 - 4:30	Lab 2, Basement, Robert G. Clark Building	301 North Lamar Street, Jackson, MS	Leah Chisolm
0905	Starting Monday, March 16, 2009, for 2 days	Monday & Tuesday	8:30 - 4:30	Lab 2, Basement, Robert G. Clark Building	301 North Lamar Street, Jackson, MS	Anne Butler
0906	Starting Thursday, May 7, 2009, for 2 days	Thursday & Friday	8:30 - 4:30	Lab 2, Basement, Robert G. Clark Building	301 North Lamar Street, Jackson, MS	Anne Butler

Word 2007: Level 2

Brief Course Description:



Topics covered include:

- styles
- sections & columns
- formatting tables
- printing labels & envelopes
- templates & building blocks
- graphics
- managing document revisions
- Web features.

Prerequisites: Word 2007: Level 1

Materials & Approximate Course Cost:

Tuition for state employees	\$150.00
Lab Fees	\$47.00
Word 2007: Intermediate	\$16.00
Estimated Costs for State Employee	\$213.00

Course: CWD072

Section	Da	ate & Time Info		Location		Instructor
0904	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Lab 2, Basement,	301 North	Anne Butler
	January 26, 2009,			Robert G. Clark	Lamar Street,	
	for 2 days			Building	Jackson, MS	
0905	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Lab 1, Basement,	301 North	Anne Butler
	March 26, 2009,			Robert G. Clark	Lamar Street,	
	for 2 days			Building	Jackson, MS	
0906	Starting Tuesday,	Tuesday & Wednesday	8:30 - 4:30	Lab 2, Basement,	301 North	Leah Chisolm
	May 26, 2009,			Robert G. Clark	Lamar Street,	
	for 2 days			Building	Jackson, MS	

Word 2007: Level 3

Brief Course Description:



Topics covered include:

- mail merge
- objects & backgrounds
- forms
- macros
- toolbar & keyboard customization
- long documents
- XML features.

Prerequisites: Word 2007: Level 2

Materials & Approximate Course Cost:

Tuition for state employees	\$150.00
Lab Fees	\$47.00
Word 2007: Advanced	\$16.00
Estimated Costs for State Employee	\$213.00

Course: CWD073

Section	Da	te & Time Info		Location	1	Instructor
0904	Starting Thursday,	Thursday & Friday	8:30 - 4:30	Lab 1, Basement,	301 North Lamar	Anne Butler
	February 12, 2009,			Robert G. Clark	Street, Jackson,	
	for 2 days			Building	MS	
0905	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Lab 2, Basement,	301 North Lamar	Leah Chisolm
	April 6, 2009,			Robert G. Clark	Street, Jackson,	
	for 2 days			Building	MS	
0906	Starting Monday,	Monday & Tuesday	8:30 - 4:30	Lab 1, Basement,	301 North Lamar	Leah Chisolm
	June 29, 2009,			Robert G. Clark	Street, Jackson,	
	for 2 days			Building	MS	

MindLeaders

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Business & Technical Package Course List - September 2008

Series and Course Titles	Acronym
Business Package	·
401(k) Plans	401K1K
401(k) Plans: 1 401(k) Basics	401k01
Access 2000 MOS	A2KMOU
Access 2000 MOS: 1 Creating Databases	a2km01
Access 2000 MOS: 2 Building Tables	a2km02
Access 2000 MOS: 3 Modifying Tables Access 2000 MOS: 4 Sorting and Filtering	a2km03 a2km04
Access 2000 MOS: 4 Softing and Filtering Access 2000 MOS: 5 Relationships & Queries	a2km05
Access 2000 MOS: 6 Building Forms	a2km06
Access 2000 MOS: 7 Producing Reports	a2km07
Access 2000 MOS: 8 Advanced Tasks	a2km08
Access 2002	AXPMOU
Access 2002: 1 Creating Databases	axpm01
Access 2002: 2 Building Tables	axpm02
Access 2002: 3 Modifying Tables	axpm03
Access 2002: 4 Sorting and Filtering	axpm04
Access 2002: 5 Relationships & Queries	axpm05
Access 2002: 6 Building Forms	axpm06
Access 2002: 7 Producing Reports	axpm07
Access 2002: 8 Advanced Tasks	axpm08
Access 2003	MACCS3
Access 2003: 1 Introduction to Access	macc01
Access 2003: 2 Designing and Building Tables	macc02
Access 2003: 3 Enhanced Tables and Datasheets	macc03
Access 2003: 4 Searches and Queries	macc04
Access 2003: 5 Advanced Queries and Calculations	macc05
Access 2003: 6 Access Report System	macc06
Access 2003: 7 The Internet, Forms, and the Analyzer	macc07
Access 2007	07ACCE
Access 2007: 1 Introduction to Access	07ac01
Access 2007: 2 Creating Tables	07ac02
Access 2007: 3 Working with Tables	07ac03
Access 2007: 4 Creating Forms	07ac04
Access 2007: 5 Creating Reports	07ac05
Access 2007: 6 Creating Queries and Filters	07ac06
Access 2007 Advanced	07ADAC
Access 2007 Advanced: 1 Expressions and Queries	07ad01
Access 2007 Advanced: 2 PivotTables, PivotCharts, and Graphs	07ad02
Access 2007 Advanced: 3 Macros and Data Imports/Exports	07ad03

Basics of Business Math Basics of Business Math: 1 Fractions Basics of Business Math: 2 Decimals Basics of Business Math: 3 Calculator Basics of Business Math: 4 Equations Basics of Business Math: 5 Percents Basics of Business Math: 6 Reports	math01 math02 math03 math04 math05 math06
Budgeting and Saving Budgeting and Saving: 1 Confronting Debt Budgeting and Saving: 2 Eliminating Debt Budgeting and Saving: 3 Banking Basics Budgeting and Saving: 4 Choosing Bank Accounts Budgeting and Saving: 5 Planning Your Retirement Budgeting and Saving: 6 Making 401(k) Plans Work Budgeting and Saving: 7 Exploring Investment Options	budg01 budg02 budg03 budg04 budg05 budg06 budg07
Building Relationships Building Relationships: 1 Socializing at Work Building Relationships: 2 Understanding Behavioral Intentions Building Relationships: 3 Choosing Your Approach	BLDREL bldr01 bldr02 bldr03
Business Ethics Business Ethics: 1 What You Don't Know Can Hurt You Business Ethics: 2 Everyday Ethical Dilemmas Business Ethics: 3 Ethical Dliemmas and the Law Business Ethics: 4 Individual Values; Organizational Values	v_be01 beth02 beth03 beth04
Career Development (Videos) Career Development (Videos): 1 Been There, Done That, Now What? Career Development (Videos): The Influence Edge and Your Career	PBC001 c1cd01 v_c104
Coaching (Videos): Performance Coaching: Career Coaching Coaching (Videos): Performance Coaching: Collaborating Coaching (Videos): Performance Coaching: Mentoring Coaching (Videos): Performance Coaching: Training Coaching (Videos): Performance Coaching: Training Communicating with Power Communicating with Power: 1 Elements of Powerful Communication Communicating with Power: 2 Persuasive Appeals Communicating with Power: 3 Modes of Persuasion Communicating with Power: 4 Active Listening Communicating with Power: 5 Resolving Conflict Communicating with Power: 6 Negotiation	PBC002 v_c203 v_c204 v_c205 v_c206 POCOMM poco01 poco02 poco03 poco04 poco05 poco06
Communication (Videos): Curing Common Meeting Ailments (Interview) Communication (Videos): Effective Business Writing Communication (Videos): High Performance Communication Communication (Videos): Keeping Meeting Participants Awake (Interview) Communication (Videos): People Styles at Work Communication (Videos): Resolving Conflict Communication (Videos): Telephone Etiquette Communication (Videos): The Influence Edge and E-Mail Communication (Videos): The People Styles Model Communication (Videos): Understanding Negotiation Communication (Videos): Working Wounded: Effective Business Presentations Communication (Videos): Working Wounded: Giving an Apology at Work	PBC003 v_c301 v_c303 v_c304 v_c305 v_c307 v_c308 v_c309 v_c310 v_c311 v_c312 v_c313

Communication (Videos): Working Wounded: Leading a Successful Meeting Communication (Videos): Working Wounded: Making Group Decisions Communication (Videos): Working Wounded: Working Through Conflict	v_c314 v_c315 v_c316
Computer Basics Computer Basics: 1 Using Your PC	CMB001 cb1
Computing Concepts Computing Concepts: 1 Types of Security Computing Concepts: 2 Security Risks Computing Concepts: 3 Database Basics Computing Concepts: 4 Selecting Databases Computing Concepts: 5 Data Processing Computing Concepts: 6 Managing Data Computing Concepts: 7 Teleprocessing Computing Concepts: 8 Transmitting Data Computing Concepts: 9 Messages	comcPT comc01 comc02 comc03 comc04 comc05 comc06 comc07 comc08 comc09
Crystal Reports 8: 1 Getting Started Crystal Reports 8: 2 Designing a Report Crystal Reports 8: 3 Selecting Records Crystal Reports 8: 4 Sorting and Grouping Data Crystal Reports 8: 5 Creating Summary Totals, Reports, and Graphs Crystal Reports 8: 6 Formulas and Functions Crystal Reports 8: 7 Printing and Exporting Reports Crystal Reports 8: 8 Linking Tables	crys01 crys02 crys03 crys04 crys05 crys06 crys07 crys08
Crystal Reports XI: 1 Navigating the Design Environment Crystal Reports XI: 2 Selecting Just the Right Data Source(s) for Your Report Crystal Reports XI: 3 Do It Yourself and Wizard Reporting Crystal Reports XI: 4 Selecting and Organizing Your Report Data Crystal Reports XI: 5 Manipulating Your Report Data in Meaningful Ways Crystal Reports XI: 6 Letting Formulas and Functions Do All the Work Crystal Reports XI: 7 Creating Dynamic Reports with Parameters Crystal Reports XI: 8 Formatting Reports that Function and Sizzle Crystal Reports XI: 9 Making Report Sections Work for You Crystal Reports XI: 10 Visualizing Your Report Data with Charts and Maps	xicrys xicr01 xicr02 xicr03 xicr04 xicr05 xicr06 xicr07 xicr08 xicr09 xicr10
Customer Service (Videos): Building Customer Loyalty Customer Service (Videos): Building Web Relationships (Interview) Customer Service (Videos): Creating Customer Value Customer Service (Videos): Crown Your Customers (Interview) Customer Service (Videos): Customer Convenience is Key to E-Commerce (Interview) Customer Service (Videos): Customer Service Strategy Customer Service (Videos): Dealing with Customer Complaints Customer Service (Videos): Delighting Your Customers Customer Service (Videos): Exceeding Customer Expectations Customer Service (Videos): Getting to Know Your Customers Customer Service (Videos): Getting Your Customer Experience Right (Interview) Customer Service (Videos): Implementing Effective Service Standards Customer Service (Videos): Keeping Loyal Customers Customer Service (Videos): Measuring Customer Service Customer Service (Videos): Profits, Not Promises (Interview) Customer Service (Videos): Understanding Customer Service Customer Service (Videos): Working Wounded: Building Relationships with Your Customers Customer Service (Videos): Working Wounded: Good News About Customer Complaints	PBC004 v_c401 v_c403 v_c404 v_c405 v_c406 v_c407 v_c408 v_c402 v_c409 v_c410 v_c411 v_c412 v_c413 v_c416 v_c417 v_c418 v_c419 v_c420

ITS Institute 77 Online Training Courses

Customer Service	CUSLIB
Customer Service: 1 Defining Service	cu1
Customer Service: 2 Communicating	cu2
Customer Service: 3 Fixing Problems	cu3
Customer Service: 4 Building a Department	cu4
Customer Service: 5 Tools of the Trade	cu5
Dealing with Difficult People	DIFFIP
Dealing with Difficult People: 1 Managing Against the Odds	v_di01
Dealing with Difficult People: 2 Consideration	diff02
Dealing with Difficult People: 3 Attitude	diff03
Dealing with Difficult People: 4 Trust	diff04
Dealing with Difficult People: 5 Power	diff05
Dealing with Difficult People: 6 Communication	diff06
Dealing with Difficult People: 7 Responsibility	diff07
Dreamweaver 8	DW8DEL
Dreamweaver 8: 1 New Design Tools	dw8d01
Dreamweaver 8: 2 New Application Development Features	dw8d02
Dreamweaver MX 2004	DW04MX
Dreamweaver MX 2004: 1 Interface and Web Page Creation Basics	dw0401
Dreamweaver MX 2004: 2 Project Planning, Link Creation, and HTML Editing	dw0402
Dreamweaver MX 2004: 3 Images, Image Maps, and Assets	dw0403
Dreamweaver MX 2004: 4 Tables, Frames, and Framesets	dw0404 dw0405
Dreamweaver MX 2004: 5 Dynamic HTML Dreamweaver MX 2004: 6 Advanced Behaviors and Forms	dw0405
Dreamweaver MX 2004: 7 Uploading Projects and Working with Templates	dw0407
D	DIAGRAMY
Dreamweaver MX	DWEAMX
Dreamweaver MX: 1 Introduction	dwea01
Dreamweaver MX: 2 Setting Up a Web Site	dwea02
Dreamweaver MX: 3 Designing the Site Dreamweaver MX: 4 Adding Graphics	dwea03 dwea04
Dreamweaver MX: 5 Tables	dwea04
Dreamweaver MX: 6 Frames	dwea05
Dreamweaver MX: 7 Styles and CSS	dwea07
Dreamweaver MX: 8 Dynamic HTML	dwea07
Dreamweaver MX: 9 Advanced DHTML	dwea09
Dreamweaver MX:10 Multimedia Integration	dwea03
Dreamweaver MX:11 Dynamic Web Sites	dwea10 dwea11
Dreamweaver MX:12 Forms and Interactivity	dwea12
E-Mailing Your Way to the Top	EMATOP
E-Mailing Your Way to the Top: 1 Managing Your Inbox	emat01
E-Mailing Your Way to the Top: 1 Mahaging Four Hisbox E-Mailing Your Way to the Top: 2 Writing Effective E-Mails	emat02
Effective Pusiness Communication	BUSCOM
Effective Business Communication Effective Business Communication: 2 The Planning Worksheet	busc02
Effective Business Communication: 2 The Flaming Worksheet Effective Business Communication: 3 Writing Skills	busc03
Effective Business Communication: 3 Writing Skills Effective Business Communication: 4 Patterns of Development	busc04
Effective Business Communication: 4 Patterns of Development	busc05
Effective Business Communication: 5 Letters Effective Business Communication: 6 Memos, E-Mail, and Other Communications	busc06
Effective Business Communication: 7 Reports	busc07
Effective Business Communication: 7 Reports Effective Business Communication: 8 Documentation	busc08
Effective Presentations	EFPRES
Effective Presentations: 1 Preparing for a Presentation	efnr01

Effective Presentations: 2 Developing an Effective Message Effective Presentations: 3 Improving Delivery Skills	efpr02 efpr03
Effective Presentations: 4 Using PowerPoint and Other Visuals	efpr04
Estate Planning	EPLLIB
Estate Planning: 1 Starting an Estate Plan	ep1
Estate Planning: 2 Sorting Out Your Assets	ep2
Estate Planning: 3 Preparing Your Will	ep3
Estate Planning: 4 All About Probate	ep4
Estate Planning: 5 Considering Your Family	ep5
Estate Planning: 6 Taxes to Expect Estate Planning: 7 Tax Strategies	ep6 ep7
Estate Planning: 8 Retirement Issues	ep8
Estate Planning: 9 Revising an Estate Plan	ep9
Excel 2000 MOS Expert	E2KEXP
Excel 2000 MOS Expert: 1 Importing and Exporting Data	e2ke01
Excel 2000 MOS Expert: 2 Working with Templates, Links, and Report Manager	e2ke02
Excel 2000 MOS Expert: 3 Formatting, Sorting, and Filtering Data	e2ke03
Excel 2000 MOS Expert: 4 Naming Ranges, Working with Macros, and Customizing Toolbars	e2ke04
Excel 2000 MOS Expert: 5 Validating and Auditing Data	e2ke05
Excel 2000 MOS Expert: 6 Analyzing Data and Using PivotTables Excel 2000 MOS Expert: 7 Sharing Work and Adding Security	e2ke06 e2ke07
	FOUNDLE
Excel 2000 MOS	E2KMOU
Excel 2000 MOS: 1 Working with Cells Excel 2000 MOS: 2 Working with Files	e2km01 e2km02
Excel 2000 MOS: 3 Formatting Worksheets	e2km03
Excel 2000 MOS: 4 Page Setup and Printing	e2km04
Excel 2000 MOS: 5 Worksheets & Workbooks	e2km05
Excel 2000 MOS: 6 Formulas and Functions	e2km06
Excel 2000 MOS: 7 Charts and Objects	e2km07
Excel 2002	EXPMOU
Excel 2002: 1 Working with Cells	expm01
Excel 2002: 2 Working with Files	expm02
Excel 2002: 3 Formatting Worksheets	expm03
Excel 2002: 4 Page Setup and Printing	expm04
Excel 2002: 5 Worksheets and Workbooks Excel 2002: 6 Formulas and Functions	expm05 expm06
Excel 2002: 7 Charts and Objects	expm07
Excel 2003	EXCL03
Excel 2003: 1 Getting Started	excl01
Excel 2003: 2 Creating a Spreadsheet	excl02
Excel 2003: 3 Formatting Data	excl03
Excel 2003: 4 Editing and Printing Worksheets	excl04
Excel 2003: 5 Managing Worksheets	excl05
Excel 2003: 6 Charts and Databases Excel 2003: 7 Hypertext and Tips	excl06 excl07
Excel 2007 Excel 2007: 1 Cotting Storted	07EXCE
Excel 2007: 1 Getting Started Excel 2007: 2 Creating a Worksheet	07ex01 07ex02
Excel 2007: 2 Creating a Worksheet Excel 2007: 3 Formatting Data	07ex02 07ex03
Excel 2007: 4 Editing and Printing Worksheets	07ex04
Excel 2007: 5 Managing Worksheets	07ex05
Excel 2007: 6 Using Charts and Objects	07ex06

Excel 2007 Advanced Excel 2007 Advanced: 1 Filtering and Sorting Data Excel 2007 Advanced: 2 Using Pivot Tables Excel 2007 Advanced: 3 Working with Functions Excel 2007 Advanced: 4 Using Data Analysis Tools Excel 2007 Advanced: 5 Automating with VBA Macros Excel 2007 Advanced: 6 Adding Connections and Importing Data	07AEXC 07ae01 07ae02 07ae03 07ae04 07ae05 07ae06
Finance (Videos) Finance (Videos): Building Budgets That Affect Reality (Interview) Finance (Videos): Capitalize Your Capital (Interview) Finance (Videos): Cash Flow Analysis Finance (Videos): Key Financial Ratios Finance (Videos): Linking Financial Management with Organizational Goals Finance (Videos): Understanding Financial Statements Finance (Videos): Working Wounded: The Budget Blues	PBF001 v_f101 v_f102 v_f103 v_f104 v_f105 v_f106 v_f107
Flash 8 Flash 8: 1 What's New to Basic Flash 8: 2 What's New to Professional	FL8DEL fl8d01 fl8d02
Flash MX 2004 ActionScript 2.0 Flash MX 2004 ActionScript 2.0: 1 Object-Oriented Programming Flash MX 2004 ActionScript 2.0: 2 Properties and Methods Flash MX 2004 ActionScript 2.0: 3 Implementing Inheritance and Interfaces Flash MX 2004 ActionScript 2.0: 4 Inter-Object Communications Flash MX 2004 ActionScript 2.0: 5 Building User Interface Components	AS20FL as2001 as2002 as2003 as2004 as2005
Flash MX 2004: 1 Using the Interface and Importing Graphics Flash MX 2004: 2 Drawing, Painting, and Using the Library Flash MX 2004: 3 Creating Animation Flash MX 2004: 4 Using Shape Tween and Timeline Effects Flash MX 2004: 5 Using Sound and Layers Flash MX 2004: 6 Adding Symbol and Buttons Flash MX 2004: 7 ActionScrip, Behaviors, and Publishing	FL04MX fl0401 fl0402 fl0403 fl0404 fl0405 fl0406 fl0407
Flash MX ActionScript Flash MX ActionScript: 1 Getting Started Flash MX ActionScript: 2 Directing and Managing Movies Flash MX ActionScript: 3 Using Variables, Properties, and Functions Flash MX ActionScript: 4 Creating Objects and Interactive Elements Flash MX ActionScript: 5 Working with Text, Buttons, and Menus Flash MX ActionScript: 6 Statements, Expressions, and Testing Flash MX ActionScript: 7 Adding Advanced Features Flash MX ActionScript: 8 Finishing Touches	actn01 actn02 actn03 actn04 actn05 actn06 actn07 actn08
Flash MX Flash MX: 1 Flash Overview Flash MX: 2 Animation Flash MX: 3 Text and Forms Flash MX: 4 Coordinated Animations Flash MX: 5 Sound and Music	FLMXSH flmx01 flmx02 flmx03 flmx04 flmx05
FrontPage 2000 FrontPage 2000: 1 Creating Web Sites FrontPage 2000: 2 Building Pages FrontPage 2000: 3 Working with Images FrontPage 2000: 4 Adding Spark to Your Site	FTPG2K ftpg01 ftpg02 ftpg03 ftpg04

Fundamentals of Business Management	BIZMNG
Fundamentals of Business Management: 1 Management in Perspective	bizm01
Fundamentals of Business Management: 2 Functions of Front-Line Management	bizm02
Fundamentals of Business Management: 3 Managerial Finance and Accounting	bizm03
Global Business (Videos)	PBG001
Global Business (Videos): Communicating Across Cultures	v_g101
Global Business (Videos): Global Work	v_g102
Global Business (Videos): Global Work in China (Interview)	v_g103
Global Business (Videos): Presenting Globally	v_g104
Global Business (Videos): The Influence Edge in Cross-Cultural Situations	v_g105
Crammar	CDAMED
Grammar	GRAMBB
Grammar: 1 Fundamental Sentence Structures	gram01
Grammar: 2 Punctuation	gram02
Grammar: 3 Complex Sentence Structures	gram03
Grammar: 4 Advanced Grammar	gram04
GroupWise 5.5	GROU55
GroupWise 5.5: 1 Getting Started with GroupWise	grou01
GroupWise 5.5: 2 Creating and Sending Messages	grou02
GroupWise 5.5: 3 Organizing Your Mailbox	grou03
GroupWise 5.5: 4 Calendar, Task and Phone Features	grou04
GroupWise 5.5: 5 Managing Documents and Folders	grou05
GroupWise 5.5: 6 Advanced GroupWise Features	grou06
GroupWise 6.5	GW65NV
GroupWise 6.5: 1 Getting Started	gw6501
GroupWise 6.5: 2 Messages and the Address Book	gw6502
GroupWise 6.5: 3 Managing Messages	gw6503
GroupWise 6.5: 4 Calendars and Tasks	gw6504
GroupWise 6.5: 5 Advanced GroupWise Features	gw6505
GroupWise 6.5: 6 Managing Documents	gw6506
	_
GroupWise 6.5: 7 Remote Access and Customing GroupWise	gw6507
GroupWise 6.5: 8 Mobile GroupWise Access	gw6508
Home Business	HBBLIB
Home Business: 1 Choosing a Home Business	hb1
Home Business: 2 Raising Financing	hb2
Home Business: 3 Office Management	hb3
Home Business: 4 Managing Your Business	hb4
Instructional Design	INSDES
Instructional Design: 1 Process, Needs, and Roles	insd01
Instructional Design: 2 Analysis and Objectives	insd02
Instructional Design: 3 Design Concepts	insd02
Instructional Design: 4 Planning and Implementation	insd04
Instructional Design: 5 Evaluation	insd05
Internet Fundamen C	IFONT
Internet Explorer 6: 1 Providing the Web	IE6INT ie6i01
Internet Explorer 6: 1 Browsing the Web	
Internet Explorer 6: 2 Using Files and Mail	ie6i02
Internet Explorer 7	IE7DEL
Internet Explorer 7: 1 Learning the New Interface and Features	ie7d01
Interview Skills	ITVLIB
Interview Skills: 1 Getting the Interview	it1

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Interview Skills: 2 Preparing Yourself	it2
Interview Skills: 3 Making an Entrance	it3
Interview Skills: 4 Listening & Answering	it4
Interview Skills: 5 Taking the Reins	it5
Interview Skills: 6 Asking Questions	it6
Interview Skills: 7 Opening Interviews	it7
Interview Skills: 8 Tough Interviews	it8
Interview Skills: 9 Following Through	it9
Introduction to PCs	PCS4HM
Introduction to PCs: 1 Introducing the PC	pcs401
Introduction to PCs: 2 Using Your PC	pcs402
Introduction to PCs: 3 Working with Folders and Files	pcs403
Introduction to PCs: 4 Inside Your PC	pcs404
Introduction to PCs: 5 Basic Peripherals	pcs405
Introduction to PCs: 6 Other Peripherals	pcs406
Introduction to PCs: 7 Understanding Software	pcs407
Introduction to PCs: 8 Introducing the Internet	pcs408
Introduction to PCs: 9 Internet and E-mail Tips	pcs409
Introduction to PCs:10 Troubleshooting and Tips	pcs410
Investing Fundamentals	IVFLIB
Investing Fundamentals: 1 The Basics	iv1
Investing Fundamentals: 2 Organizing	iv2
Investing Fundamentals: 3 Stocks	iv3
Investing Fundamentals: 4 Bonds	iv4
Investing Fundamentals: 5 Mutual Funds	iv5
Investing Fundamentals: 6 Planning	iv6
	DD 1.004
Leadership (Videos)	PBL001
Leadership (Videos): "Show, Don't Tell"	v_l108
Leadership (Videos): Creating and Communicating Vision	v_l101
Leadership (Videos): Creating Organizations with Many Leaders (Interview)	v_l102
Leadership (Videos): Digital Markets (Interview)	v_l103
Leadership (Videos): E-Business Strategies (Interview)	v_l104
Leadership (Videos): Leadership in Freaked Out Times (Interview)	v_l105
Leadership (Videos): Leading into the Future (Interview)	v_l106
Leadership (Videos): Leading Organizational Transition	v_l107
Leadership (Videos): Strategic Planning: Establish Processes	v_l109
Leadership (Videos): Strategic Planning: Implement Initiatives	v_l110
Leadership (Videos): Strategic Planning: Strategic Alignment	v_l111
Leadership (Videos): Supporting Innovation (Interview)	v_l112
Leadership (Videos): Surfer Rules (Interview)	v_l113
Leadership (Videos): The E-Marketplace (Interview)	v_l114
Leadership (Videos): The Leadership Challenge: Challenge the Process	v_l116
Leadership (Videos): The Leadership Challenge: Enable Others to Act	v_l117
Leadership (Videos): The Leadership Challenge: Encourage the Heart	v_l118
Leadership (Videos): The Leadership Challenge: Inspire a Shared Vision	v_l119
Leadership (Videos): The Leadership Challenge: Model the Way	v_l120
Leadership (Videos): The Power of B-Webs (Interview)	v_l115
Leadership (Videos): Tilt The Field: Attitude	v_l121
Leadership (Videos): Tilt The Field: Leadership	v_l122
Leadership (Videos): Tilt The Field: Perspective	v_l123
Leadership (Videos): Transform, Don't Conform (Interview)	v_l124
Leadership (Videos): Value Matters (Interview)	v_l125
Leading Teams (Videos)	PBL002
Leading Teams (Videos): Creating Successful Teams (Interview)	v_l201
Leading Teams (Videos): Developing Successful Teams	v_l202

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Leading Teams (Videos): Successful Geo-Dispersed Teams (Interview) Leading Teams (Videos): Team Learning (Interview) Leading Teams (Videos): The Influence Edge and Your Team Leading Teams (Videos): Virtual Teams Leading Teams (Videos): Working Wounded: Teams at Work	v_I203 v_I204 v_I205 v_I206 v_I207
Lotus Notes 6.5 Lotus Notes 6.5: 1 Mail Lotus Notes 6.5: 2 Calendar, To Do Lists and Address Books Lotus Notes 6.5: 3 Databases Lotus Notes 6.5: 4 Managing and Enhancing Documents Lotus Notes 6.5: 5 Advanced Notes Features	LTNT65 Itnt01 Itnt02 Itnt03 Itnt04 Itnt05
Lotus Notes R5: 1 Getting Around in Notes Lotus Notes R5: 2 Reading and Sending Mail Lotus Notes R5: 3 Managing Mail Lotus Notes R5: 4 Using the Calendar Lotus Notes R5: 5 Meetings & Address Books Lotus Notes R5: 6 Browsing the Web Lotus Notes R5: 7 Editing Documents Lotus Notes R5: 8 Using Document Tables Lotus Notes R5: 9 File Attachments & Links Lotus Notes R5:10 Finding and Viewing Data Lotus Notes R5:11 Replication Lotus Notes R5:12 Using Notes Remotely	NO5LIB no1 no2 no3 no4 no5 no6 no7 no8 no9 n10 n11 n12
Management (Videos): Management (Videos): Attracting Key Talent (Interview) Management (Videos): Bringing The Workplace to Life (Interview) Management (Videos): Delegation Strategies Management (Videos): Fire Up and Motivate Your Employees Management (Videos): Handling Performance Problems Management (Videos): Interviewing for Organizational Fit Management (Videos): Interviewing for Success Management (Videos): Knowledge Management (Interview) Management (Videos): Making 360 Degree Feedback Work Management (Videos): Managing Performance Management (Videos): Managing Telecommuters Management (Videos): Motivate to Retain (Interview) Management (Videos): Recruiting Top Talent Management (Videos): Retaining Top Talent Management (Videos): Retention for the Long Haul (Interview) Management (Videos): The Costs of Attrition (Interview) Management (Videos): The Diversity Manager Management (Videos): Working Wounded: Becoming a New Manager Management (Videos): Working Wounded: The More You Give, The More You'll Get	PBM001 v_m101 v_m102 v_m103 v_m104 v_m105 v_m106 v_m107 v_m108 v_m110 v_m111 v_m112 v_m113 v_m114 v_m115 v_m116 v_m117 v_m118 v_m119 v_m120 v_m121
Management Skills Introduction Management Skills Introduction: 1 Ready! Set! Manage! Management Skills Introduction: 2 Motivating Management Skills Introduction: 3 Planning Management Skills Introduction: 4 Communication Management Skills Introduction: 5 Getting Input Management Skills Introduction: 6 Dealing with Challenging People and Times Management Skills Introduction: 7 Building Success	MNGSKL mngs01 mngs02 mngs03 mngs04 mngs05 mngs06 mngs07

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Managing Within the Law (Videos)	PBM002
Managing Within the Law (Videos)	
Managing Within the Law (Videos): At Will Employment	v_m201
Managing Within the Law (Videos): Complying with ADA Requirements	v_m202
Managing Within the Law (Videos): Discrimination	v_m203
Managing Within the Law (Videos): Discrimination (Presentation Style)	v_m204
Managing Within the Law (Videos): Drug and Alcohol Abuse in the Workplace	v_m205
Managing Within the Law (Videos): Family and Medical Leave Act	v_m206
Managing Within the Law (Videos): FLSA & State Wage-Hour Law	v_m207
Managing Within the Law (Videos): Freedom of Religion in the Workplace	v_m208
Managing Within the Law (Videos): Freedom of Speech in the Workplace	v_m209
Managing Within the Law (Videos): Legal Guidelines for Interviewing	v_m210
Managing Within the Law (Videos): Preventing Sexual Harassment - Manager Version	v_m211
Managing Within the Law (Videos): Respecting Employees' Individual Rights	v_m212
Managing Within the Law (Videos): Top Ten Ways for a Manager to Stay Out of Jail	v_m213
Managing Within the Law (Videos): Working Wounded: Preventing Lawsuits	v_m214
Managing Within the Law (Videos): Wrongful Termination	v_m215
Managing Within the Law (Videos): Wrongful Termination (Presentation Style)	v_m216
Managing Change	MNGCHG
Managing Change: 1 Refocusing Yourself	mngc01
Managing Change: 2 Leading the Team	mngc02
Managing Change: 3 Working with Individuals	mngc03
Motivation Methods and Strategies	MOTIVE
Motivation Methods and Strategies: 2 Leading for Commitment	moti02
Motivation	MOTLIB
Motivation: 1 Leading with a Vision	mo1
Motivation: 2 Communicating	mo2
Motivation: 3 Rewarding and Correcting	mo3
Motivation: 4 Performance and Training	mo4
Motivation: 5 Building Trust	mo5
Negotiating	NGOLIB
Negotiating: 1 Negotiating Techniques	ng1
Negotiating: 2 Gaining Control	ng2
Negotiating: 3 Closing the Deal	ng3
Negotiating: 4 Everyday Negotiations	ng4
Office 2000	O2KLIB
Office 2000: 1 Getting Started	o21
Office 2000: 2 Editing Text and Printing	022
Office 2000: 3 Text and Document Formats	023
Office 2000: 4 Introduction to Word	o24
Office 2000: 5 Introduction to Excel	o25
Office 2000: 6 Introduction to Outlook	026
Office 2000: 7 Introduction to PowerPoint	027
Office 2000: 8 Introduction to Access	028
Office 2003 - What's New	OFFC11
Office 2003 - What's New: 1 New Features	offc01
Office 2003 - What's New: 2 Changes in Applications	offc02
Office 2007	MSOF07
Office 2007: 1 Navigating the New Interface	msof01
Office 2007: 2 What's New in Word	msof02
Office 2007: 3 What's New in Excel	msof03
Office 2007: 4 What's New in PowerPoint	msof04
Office 2007: 5 What's New in Access	msof05

Office 2007: 6 What's New in Outlook Office 2007: 7 Common Tasks	msof06 msof07
Office XP Upgrade	OFXPNW
Office XP Upgrade: 1 Getting Around in the New Interface	ofxp01
Office XP Upgrade: 2 New Options and Tools	ofxp02
Office XP Upgrade: 3 Application Changes	ofxp03
Outlook 2002	OXPMOU
Outlook 2002: 1 Navigating in Outlook	oxpm01
Outlook 2002: 2 Reading and Sending Messages	oxpm02
Outlook 2002: 3 Customizing and Organizing Messages	oxpm03
Outlook 2002: 4 Using the Calendar	oxpm04
Outlook 2002: 5 Using Tasks and Notes	oxpm05
Outlook 2003	OUTLK3
Outlook 2003: 1 Getting Started	outl01
Outlook 2003: 2 Managing Messages	outl02
Outlook 2003: 3 Contacts and Calendar Entries Outlook 2003: 4 Tasks, Notes, and Journal Entries	outl03 outl04
Outlook 2003: 4 Tasks, Notes, and Journal Entires Outlook 2003: 5 Newsgroups and Outlook Web Access	outl05
Outlook 2003: 6 Collaboration and Security	outl06
Outlook 2003: 7 Personalizing Outlook and Other Tips	outl07
Outlook 2007	07OUTL
Outlook 2007: 1 Sending and Receiving E-Mail	07ou01
Outlook 2007: 2 Managing E-Mail	07ou02
Outlook 2007: 3 Creating Contacts and Distribution Lists	07ou03
Outlook 2007: 4 Using the Calendar	07ou04
Outlook 2007: 5 Setting Tasks and To-Do Items	07ou05
Outlook 2007: 6 Staying Safe with E-Mail	07ou06
Outlook 2007: 7 Organizing E-Mail	07ou07
Paint Shop Pro 5:1 Working With Graphics	PSP001
Paint Shop Pro 5:1 Working With Graphics	ps1
Paint Shop Pro 5:2 Enhancing Images	ps2
Photoshop 7	PHOTOS
Photoshop 7: 1 The Application and Its Elements	phot01
Photoshop 7: 2 Opening and Navigating Images Photoshop 7: 3 Pixels, Image Sizes, and Color	phot02 phot03
Photoshop 7: 4 Saving and Printing	photo3 phot04
Photoshop 7: 5 The Paint Tools	phot05
Photoshop 7: 6 Modifying Images	phot06
Photoshop 7: 7 Cleaning Images and Undoing	phot07
Photoshop 7: 8 Making Selections	phot08
Photoshop 7: 9 Modifying Selections and Color Filling	phot09
Photoshop 7:10 Layers	phot10
Photoshop 7:11 Adding Type	phot11
Photoshop 7:12 Filters and Color Correction Photoshop 7:13 Creating Graphics for the Web	phot12 phot13
Photoshop CS	PHSHCS
Photoshop CS: 1 Getting Started	phsh01
Photoshop CS: 2 Navigation and Layers	phsh02
Photoshop CS: 3 Selection and Color	phsh03
Photoshop CS: 4 Paint, Drawing and Text	phsh04
Photoshop CS: 5 Layer Styles and Filters	phsh05
Photoshop CS: 6 Adjustment Layers, Tools and Layer Masks	phsh06

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Photoshop CS: 7 Image Output and Web Design	phsh07
Photoshop	PHSLIB
Photoshop: 1 Managing Graphics Files	ph1
Photoshop: 2 Colors, Brushes, and Printing	ph2
Photoshop: 3 Selecting and Retouching	ph3
Photoshop: 4 Text, Fills, and Actions	ph4
Photoshop: 5 Using Layers and Plug-Ins	ph5
Photoshop: 6 Manipulating Images	ph6
PowerPoint 2000 MOS	P2KMOU
PowerPoint 2000 MOS: 1 Presentations	p2km01
PowerPoint 2000 MOS: 2 Layout and Text	p2km02
PowerPoint 2000 MOS: 3 Graphics & Tables	p2km03
PowerPoint 2000 MOS: 4 Custom Slides	p2km04
PowerPoint 2000 MOS: 5 Showing Slides	p2km05
PowerPoint 2002	PXPMOU
PowerPoint 2002: 1 Presentations	pxpm01
PowerPoint 2002: 2 Layout and Text	pxpm02
PowerPoint 2002: 3 Graphics & Tables	pxpm02 pxpm03
PowerPoint 2002: 4 Custom Slides	pxpm04
PowerPoint 2002: 4 Custom Slides PowerPoint 2002: 5 Showing Slides	pxpm05
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PowerPoint 2003	PWPT03
PowerPoint 2003: 1 Introduction to PowerPoint	pwpt01
PowerPoint 2003: 2 Completing the Presentation	pwpt02
PowerPoint 2003: 3 Maximizing Presentation Effectiveness	pwpt03
PowerPoint 2003: 4 Color, Masters, and Templates	pwpt04
PowerPoint 2003: 5 Drawings, Charts, Sound and Video	pwpt05
PowerPoint 2003: 6 Animation, Web Pages, and Collaboration	pwpt06
PowerPoint 2007	07PWRP
PowerPoint 2007: 1 Getting Started	07pw01
PowerPoint 2007: 2 Developing a Presentation	07pw02
PowerPoint 2007: 3 Design Elements	07pw03
PowerPoint 2007: 4 Inserting Shapes	07pw04
PowerPoint 2007: 5 Formatting Shapes	07pw05
PowerPoint 2007: 6 Clip Art, Pictures, and WordArt	07pw06
PowerPoint 2007: 7 SmartArt Graphics	07pw07
PowerPoint 2007: 8 Charts and Tables	07pw08
Project 2000 MOS	PRJMOU
Project 2000 MOS: 1 Starting a Project	prjm01
Project 2000 MOS: 2 Scheduling Tasks and Adding Resources	prjm02
Project 2000 MOS: 3 Managing Work and Multiple Projects	prjm03
Project 2000 MOS: 4 Using Project Central	prjm04
Project 2000 MOS: 5 Customizing the Project	prjm05
Project 2000 MOS: 6 Creating Reports and Exporting Data	prjm06
Project 2007	07PROJ
Project 2007: 1 Getting Started with Project 2007	07pr01
Project 2007: 2 Building a Project	07pr02
Project 2007: 2 Building a Floject Project 2007: 3 Setting Up Resources and Establishing Costs	07pr03
Project 2007: 4 Viewing Projects	07pr04
Project 2007: 4 Viewing Frojects Project 2007: 5 Resolving Scheduling and Resource Conflicts	07pr05
Project 2007: 6 Tracking the Progress of Projects	07pr06
Project 2007: 7 Creating the Frogress of Frojects Project 2007: 7 Creating Reports and Calculating Earned Values	07pr07
Project 2007: 7 Orealing Reports and Calculating Earned Values Project 2007: 8 Consolidating Projects	07pr08
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Project 2003	PRJ3MS
Project 2003: 1 Learning the Basics	prj301
Project 2003: 2 Setting up a Project	prj302
Project 2003: 3 Managing Project Files	prj303
Project 2003: 4 Creating a Task List	prj304
Project 2003: 5 Scheduling Tasks	prj305
Project 2003: 6 Viewing a Schedule	prj306
Project 2003: 7 Defining Resources and Costs	prj307
Project 2003: 8 Assigning Resources and Costs	prj308
Project 2003: 9 Tracking a Project	prj309
Project 2003:10 Analyzing Progress and Revising the Schedule	prj310
Project Management from a People Perspective	PMEFFE
Project Management from a People Perspective: 1 Working Across Departments	pmef01
Project Management from a People Perspective: 2 Building and Leading a Team	pmef02
Project Management from a People Perspective: 3 Managing Project Stakeholders	pmef03
Project Management from a People Perspective: 4 Communicating Effectively	pmef04
Project Management from a People Perspective: 5 Key Documentation	pmef05
Project Management from a People Perspective: 6 Balancing Multiple Projects	pmef06
Project Management Professional Certification 2005	PMP5UP
Project Management Professional Certification 2005: 1 Project Management Framework and Initiating	
the Project	pmp501
Project Management Professional Certification 2005: 2 Project Planning Processes	pmp502
Project Management Professional Certification 2005: 3 Project Execution and Quality Management	pmp503
Project Management Professional Certification 2005: 4 Project Monitoring and Control	pmp504
Project Management Professional Certification 2005: 5 Project Closing	pmp505
Project Management Professional Certification 2005: 6 Professional Responsibility	pmp506
Project Management Professional Certification 2005: 7 Practice Exams	pmp507
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Project Management: 1 Project Management Overview Project Management: 2 Understanding the Project Manager's Role Project Management: 3 Defining the Problem Project Management: 4 Determining the Strategy Project Management: 5 Developing the Work Breakdown Structure Project Management: 6 Estimating and Scheduling Resources Project Management: 7 Understanding Scheduling Computations Project Management: 8 Tracking Project Activities Project Management: 9 Closing Out the Project Project Management: 10 Formalizing Project Management Standards Project Management: 11 Developing Project Teams Project Management: 12 Ensuring Your Own Effectiveness QuickBooks 2004 QuickBooks 2004: 1 Setting Up QuickBooks QuickBooks 2004: 2 Adding Information and Security QuickBooks 2004: 3 Invoices, Purchases, and Payments	proj01 proj02 proj03 proj04 proj05 proj06 proj07 proj08 proj09 proj10 proj11 proj12 QB04IN qb0401 qb0402 qb0403
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Project Management: 1 Project Management Overview Project Management: 2 Understanding the Project Manager's Role Project Management: 3 Defining the Problem Project Management: 4 Determining the Strategy Project Management: 5 Developing the Work Breakdown Structure Project Management: 6 Estimating and Scheduling Resources Project Management: 7 Understanding Scheduling Computations Project Management: 8 Tracking Project Activities Project Management: 9 Closing Out the Project Project Management: 10 Formalizing Project Management Standards Project Management: 11 Developing Project Teams Project Management: 12 Ensuring Your Own Effectiveness QuickBooks 2004 QuickBooks 2004: 1 Setting Up QuickBooks QuickBooks 2004: 2 Adding Information and Security QuickBooks 2004: 3 Invoices, Purchases, and Payments QuickBooks 2004: 4 Timesaving Features QuickBooks 2004: 5 Recording Inventory and Assets QuickBooks 2004: 6 Working with Taxes, Equity, and Liabilities QuickBooks QuickBooks: 1 The First Time in QuickBooks QuickBooks: 2 Setting Up Accounting	proj01 proj02 proj03 proj04 proj05 proj06 proj07 proj08 proj09 proj10 proj11 proj12 QB04IN qb0401 qb0402 qb0403 qb0404 qb0405 qb0406 qb0407 QBKLIB qb1 qb2
Project Management: 1 Project Management Overview Project Management: 2 Understanding the Project Manager's Role Project Management: 3 Defining the Problem Project Management: 4 Determining the Strategy Project Management: 5 Developing the Work Breakdown Structure Project Management: 6 Estimating and Scheduling Resources Project Management: 7 Understanding Scheduling Computations Project Management: 8 Tracking Project Activities Project Management: 9 Closing Out the Project Project Management: 10 Formalizing Project Management Standards Project Management: 11 Developing Project Teams Project Management: 12 Ensuring Your Own Effectiveness QuickBooks 2004: 1 Setting Up QuickBooks QuickBooks 2004: 2 Adding Information and Security QuickBooks 2004: 3 Invoices, Purchases, and Payments QuickBooks 2004: 4 Timesaving Features QuickBooks 2004: 5 Recording Inventory and Assets QuickBooks 2004: 6 Working with Taxes, Equity, and Liabilities QuickBooks QuickBooks QuickBooks QuickBooks 1 The First Time in QuickBooks	proj01 proj02 proj03 proj04 proj05 proj06 proj07 proj08 proj09 proj10 proj11 proj12 QB04IN qb0401 qb0402 qb0403 qb0404 qb0405 qb0406 qb0407 QBKLIB

ITS Institute 87 Online Training Courses

QuickBooks: 5 Invoices and Sales Tax	qb5
QuickBooks: 6 Paying Bills	qb6
QuickBooks: 7 Managing Assets and Reports	qb7
QuickBooks: 8 Paying Employees	8dp
QuickBooks: 9 Managing Taxes	qb9
QuickBooks:10 Online Banking and Budgets	q10
Retirement Planning	RETLIB
Retirement Planning: 1 Money Management	re1
Retirement Planning: 2 Investing	re2
Sales and Marketing (Videos)	PBS001
Sales and Marketing (Videos): E-Mail Marketing (Interview)	v_s101
Sales and Marketing (Videos): Guerrilla Marketing	v_s102
Sales and Marketing (Videos): Guerrilla Trade Show Selling	v_s103
Sales and Marketing (Videos): Marketing Your Web Site (Interview)	v_s104
Sales and Marketing (Videos): New Rules of Online Advertising (Interview)	v_s105
Sales and Marketing (Videos): Sales Skills for Call Centers	v_s106
Sales and Marketing (Videos): Target Your Market (Interview)	v_s107
Sales and Marketing (Videos): The Influence Edge and Sales	v_s108
Sales and Marketing (Videos): Track Selling Step 1: Approach	v_s109
Sales and Marketing (Videos): Track Selling Step 2: Qualification	v_s110
Sales and Marketing (Videos): Track Selling Step 3: Agreement On Need	v_s111
Sales and Marketing (Videos): Track Selling Step 4: Sell the Company	v_s112
Sales and Marketing (Videos): Track Selling Step 5: Fill the Need	v_s113
Sales and Marketing (Videos): Track Selling Step 6: Act of Commitment	v_s114
Sales and Marketing (Videos): Track Selling Step 7: Cement the Sale	v_s115
Sales and Marketing (Videos): Working Wounded: Closing A Sale	v_s116
Sales and Marketing (Videos): Working Wounded: Getting Out of a Sales Slump	v_s117
Sales and Marketing (Videos): Working Wounded: Keys to a Successful Marketing Campaign	v_s118
Sales and Marketing (Videos): Working Wounded: Making A Gatekeeper an Ally	v_s119
SAP R/3 Release 4.6	SAPR34
SAP R/3 Release 4.6: 1 Getting Started	sapr01
SAP R/3 Release 4.6: 2 Using the Task Interface	sapr02
SAP R/3 Release 4.6: 3 Working with Data in a Task	sapr03
SAP R/3 Release 4.6: 4 Optimizing R/3 and Getting Help	sapr04
SAP R/3 Release 4.6: 5 Reporting	sapr05

ITS Institute 88 Online Training Courses

Sarbanes-Oxley Act Sarbanes-Oxley Act: 1 Overview, Disclosures, and Reporting Sarbanes-Oxley Act: 2 Standards, Regulations, and Penalties	SARBOX sarb01 sarb02
Self-Management (Videos): Becoming More Assertive Self-Management (Videos): Business Protocol Self-Management (Videos): Creative Time Management for the New Millennium Self-Management (Videos): Dealing with Non-Stop Change Self-Management (Videos): Goal Setting and Action Planning Self-Management (Videos): Leap of Faith Self-Management (Videos): Self-Motivation Through Self-Talk Self-Management (Videos): Self-Talk First Aid Kit Self-Management (Videos): The Dynamics of Self-Talk (Interview) Self-Management (Videos): The Influence Edge and Change Self-Management (Videos): Working Wounded: Dealing with a Messy Desk Self-Management (Videos): Working Wounded: Getting More Work Done Self-Management (Videos): Working Wounded: Performance Appraisals	PBS002 v_s201 v_s202 v_s203 v_s204 v_s205 v_s206 v_s207 v_s208 v_s209 v_s210 v_s211 v_s212 v_s213 v_s214 v_s215
Sexual Harassment in the Workplace Sexual Harassment in the Workplace: 1 Why Can't We All Just Get Along Sexual Harassment in the Workplace: 2 Defining Sexual Harassment Sexual Harassment in the Workplace: 3 Preventing Sexual Harassment Sexual Harassment in the Workplace: 4 Responding to Sexual Harassment	SHARSS v_sh01 shar02 shar03 shar04
SharePoint 2003 SharePoint 2003: 1 SharePoint Basics SharePoint 2003: 2 Standard Libraries and Lists SharePoint 2003: 3 Advanced SharePoint Features SharePoint 2003: 4 Site Administration Basics SharePoint 2003: 5 Advanced Administration Functions	sp03MS sp0301 sp0302 sp0303 sp0304 sp0305
SharePoint 2007: 1 Getting Organized SharePoint 2007: 2 Managing Documents SharePoint 2007: 3 Using Libraries and Lists SharePoint 2007: 4 Creating Pages, Workspaces, and Sites SharePoint 2007: 5 Integrating with Microsoft Office SharePoint 2007: 6 Managing Records and Web Content SharePoint 2007: 7 Using Advanced Features	07SHAR 07sh01 07sh02 07sh03 07sh04 07sh05 07sh06
Six Sigma (Videos) Six Sigma (Videos): Deployment Roadmap Six Sigma (Videos): Lasting Six Sigma Six Sigma (Videos): Six Sigma Fundamentals	V_SSIG v_ss02 v_ss03 v_ss01
Stress Management Stress Management: 1 Stress on the Job Stress Management: 2 Resisting Stress Stress Management: 3 Assertiveness Stress Management: 4 Coping with Anger	STRESS stre01 stre02 stre03 stre04
Teams That Work Teams That Work: 1 Building Effective Teams Teams That Work: 2 Leading Effective Teams	TEAMWK team01 team02

Time Management for Maximum Productivity Time Management for Maximum Productivity: 1 Taming Time Time Management for Maximum Productivity: 2 Prioritizing and Procrastinating	TIMPRO timp01 timp02
Time Management Fundamentals Time Management Fundamentals: 2 Evaluating and Improving Time Management Time Management Fundamentals: 3 Organizing Tasks and Creating Uninterrupted Time Time Management Fundamentals: 4 Managing Meetings Time Management Fundamentals: 5 Managing Workload Time Management Fundamentals: 6 Managing Time with Co-Workers	time01 time02 time03 time04 time05
Visio 2002: 1 Using Tools, Commands, Custom Toolbars, and Menus Visio 2002: 2 Working with Objects and Hyperlinks Visio 2002: 3 Using the Shape Menu Visio 2002: 4 Working with Shapes Visio 2002: 5 Defining and Using Styles, Custom Properties, and Templates Visio 2002: 6 Working with Pages, Layers, and Stencils Visio 2002: 7 Working with Data Visio 2002: 8 Understanding ShapeSheets Visio 2002: 9 Working with Flowcharts Visio 2002:10 Creating Database Models	VIS2K2 vis201 vis202 vis203 vis204 vis205 vis206 vis207 vis208 vis209 vis210
Windows 2000 Basics - Client Windows 2000 Basics - Client: 1 Client	WINLIB winb01
Windows XP Upgrade Windows XP Upgrade: 1 Home Edition Windows XP Upgrade: 2 Professional	OSXPNW osxp01 osxp02
Windows Vista Windows Vista: 1 Understanding the New Interface Windows Vista: 2 Using New Features and Applications	MSVTEU msvt01 msvt02
Word 2000 MOS Expert Word 2000 MOS Expert: 1 Page Formatting Word 2000 MOS Expert: 2 Managing Documents Word 2000 MOS Expert: 3 Inserting Objects Word 2000 MOS Expert: 4 Advanced Features Word 2000 MOS Expert: 5 Workgroups	W2KEXP w2ke01 w2ke02 w2ke03 w2ke04 w2ke05
Word 2000 MOS Word 2000 MOS: 1 Managing Documents Word 2000 MOS: 2 Working with Text Word 2000 MOS: 3 Formatting Paragraphs Word 2000 MOS: 4 Page Format and Printing Word 2000 MOS: 5 Tables and Other Objects	W2KMOU w2km01 w2km02 w2km03 w2km04 w2km05
Word 2002 Word 2002: 1 Managing Documents Word 2002: 2 Working with Text Word 2002: 3 Formatting Paragraphs Word 2002: 4 Page Format and Printing Word 2002: 5 Tables and Other Objects	wxpm0u wxpm01 wxpm02 wxpm03 wxpm04 wxpm05
Word 2003 Word 2003: 1 Introduction to Word Word 2003: 2 Navigating, Editing, and Working with Text Blocks Word 2003: 3 Spell Checking, Print Preparation, and Other Tips	WORD03 word01 word02 word03

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Word 2003: 4 Formatting Characters, Fonts, Text, and Paragraphs	word04
Word 2003: 5 Formatting Tabs, Pages, and Documents	word05
Word 2003: 6 Styles, Templates, and Formatting Tips	word06
Word 2003: 7 Borders, Tables, and Columns	word07
Word 2003: 8 Lists, Images, and Art	word08
Word 2007	07WORD
Word 2007: 1 Getting Started	07wo01
Word 2007: 2 Typing and Editing Text	07wo02
Word 2007: 3 Formatting Text	07wo03
Word 2007: 4 Formatting Paragraphs and Lists	07wo04
Word 2007: 5 Building Tables	07wo05
Word 2007: 6 Working with Images	07wo06
Work and Life Balance (Videos)	PBW001
Work and Life Balance (Videos): Child Care Selection	v_w101
Work and Life Balance (Videos): Elder Care Selection	v_w102
Work and Life Balance (Videos): Embracing New Technology	v_w103
Work and Life Balance (Videos): Exhausted Single Working Parent	v_w104
Work and Life Balance (Videos): Financial Planning for Elder Care	v_w105
Work and Life Balance (Videos): Making a Case to Telecommute (Interview)	v_w107
Work and Life Balance (Videos): Overload in an Over-Wired World (Interview)	v_w108
Work and Life Balance (Videos): Telecommuting	v_w109
Work and Life Balance (Videos): The Moral Dilemma of Success	v_w110
Work and Life Balance (Videos): The Risks of Job Burnout	v_w111
Work and Life Balance (Videos): Working Wounded: Connecting With Your Kids When Traveling	v_w112
Work and Life Balance (Videos): Working Wounded: Information Overload	v_w113
Workplace Environment (Videos)	PBW002
Workplace Environment (Videos): Computer Comfort	v_w201
Workplace Environment (Videos): Diversity Effectiveness - An Overview	v_w202
Workplace Environment (Videos): E-Mail and Internet Privacy at Work	v_w203
Workplace Environment (Videos): Ethical Decision Making	v_w204
Workplace Environment (Videos): Ethics in the Workplace - Choose Wisely!	v_w205
Workplace Environment (Videos): Moving Toward Diversity Effectiveness	v_w206
Workplace Environment (Videos): Preventing Sexual Harassment	v_w207
Workplace Environment (Videos): Preventing Sexual Harassment (Presentation Style)	v_w208
Workplace Environment (Videos): Preventing Violence in the Workplace	v_w209
Workplace Environment (Videos): Preventing Violence in the Workplace (Presentation Style)	v_w210
Workplace Environment (Videos): Working Wounded: Overcoming Your Own Bias	v_w212
Workplace Environment (Videos): Workplace Violence: Ingredients for Disaster	v_w211
Works	WKSLIB
Works: 1 Getting Started	wk1
Works: 2 Introducing the Word Processor	wk2
Works: 3 Formatting Word Processor Pages	wk3
Works: 4 Using the Spreadsheet	wk4
Works: 5 Managing Spreadsheet Data	wk5
Works: 6 Using the Database	wk6
Works: 7 Calendar and Cross-Works Tools	wk7

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Technical Package	
AJAX: 1 History and Revival of AJAX AJAX: 2 Introducing JavaScript AJAX: 3 The XMLHttpRequest Object AJAX: 4 N-Tier and AJAX AJAX: 5 Rich Internet Applications AJAX: 6 CSS and the DOM AJAX: 7 AJAX Frameworks AJAX: 8 Understanding an AJAX Library AJAX: 9 AJAX and Web Services AJAX: 10 Tagging with AJAX AJAX:11 Cloning Google Suggest AJAX:12 User Controls and AJAX.NET AJAX:13 AJAX and Mapping AJAX:14 AJAX and Web Parts AJAX:15 AJAX and Web Parts AJAX:16 Performance AJAX:17 Debugging Your Application AJAX:18 AJAX and Site Testing AJAX:19 AJAX Usability AJAX:20 Atlas	L_AJAX
C in 21 Days C in 21 Days: 1 Week 1 C in 21 Days: 2 Week 2 C in 21 Days: 3 Week 3	CLIB cl1 cl2 cl3
CGI/PerI CGI/PerI: 1 Getting Familiar with Forms CGI/PerI: 2 Building Programs CGI/PerI: 3 Web Applications CGI/PerI: 4 Interacting with Databases	CGP001 cg1 cg2 cg3 cg4
CICS/ESA CICS/ESA: 1 Fundamentals CICS/ESA: 2 Programming Basics CICS/ESA: 3 Advanced Programming CICS/ESA: 4 Defining Maps CICS/ESA: 5 Generating Maps CICS/ESA: 6 Using Maps	cics01 cics02 cics03 cics04 cics05 cics06
Cisco Related Series by MindLeaders BCMSN 642-811: 1 Switched Networks, VLANs, and Trunks Cisco Related Series by MindLeaders BCMSN 642-811: 2 Spanning Tree Protocol Cisco Related Series by MindLeaders BCMSN 642-811: 3 Enhancements to STP Cisco Related Series by MindLeaders BCMSN 642-811: 4 Multilayer Switching Cisco Related Series by MindLeaders BCMSN 642-811: 5 Availability and Redundancy Cisco Related Series by MindLeaders BCMSN 642-811: 6 Multicasts Cisco Related Series by MindLeaders BCMSN 642-811: 7 Network Quality of Service Cisco Related Series by MindLeaders BCMSN 642-811: 8 QoS Configuration and Verification Cisco Related Series by MindLeaders BCMSN 642-811: 9 MLS Optimization and Security Cisco Related Series by MindLeaders BCMSN 642-811:10 Metro Ethernet Cisco Related Series by MindLeaders BCMSN 642-811:11 Practice Exams	bcms01 bcms02 bcms03 bcms04 bcms05 bcms06 bcms07 bcms08 bcms09 bcms10
Cisco Related Series by MindLeaders BCMSN 642-812 Cisco Related Series by MindLeaders BCMSN 642-812: 1 VLANs Cisco Related Series by MindLeaders BCMSN 642-812: 2 Spanning Tree Protocols	C81206 I_8b01 I_8b02

ITS Institute 92 Online Training Courses

Cisco Related Series by MindLeaders BCMSN 642-812: 3 Inter-VLAN Routing	I 8b03
Cisco Related Series by MindLeaders BCMSN 642-812: 4 Gateway Redundancy Technologies	I 8b04
Cisco Related Series by MindLeaders BCMSN 642-812: 5 Wireless Client Access	I_8b05
Cisco Related Series by MindLeaders BCMSN 642-812: 6 Security Features in a Switched Network	I_8b06
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Cisco Related Series by MindLeaders BCMSN 642-812: 7 Support for Voice	I_8b07
Cisco Related Series by MindLeaders BCMSN 642-812: 8 Practice Exam 1	c81251
Cisco Related Series by MindLeaders BCMSN 642-812: 9 Practice Exam 2	c81252
Cisco Related Series by MindLeaders BCMSN 642-812: 10 Practice Exam 3	c81253
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Cisco Related Series by MindLeaders BCRAN 642-821	BCRANF
Cisco Related Series by MindLeaders BCRAN 642-821: 1 WAN Technologies, Components, and	
AAA Security	bcra01
Cisco Related Series by MindLeaders BCRAN 642-821: 2 PPP Authentication & Network Address	
Translation	bcra02
Cisco Related Series by MindLeaders BCRAN 642-821: 3 Modems and Asynchronous Connections	bcra03
Cisco Related Series by MindLeaders BCRAN 642-821: 4 Using ISDN Connections	bcra04
Cisco Related Series by MindLeaders BCRAN 642-821: 5 Using Frame Relay Connections	bcra05
Cisco Related Series by MindLeaders BCRAN 642-821: 6 Dial-on-Demand and Broadband	bcra06
	DCIAUO
Cisco Related Series by MindLeaders BCRAN 642-821: 7 Enabling Backup Connections and	
Management of Traffic	bcra07
Cisco Related Series by MindLeaders BCRAN 642-821: 8 Securing the Network with VPNs	bcra08
Cisco Related Series by MindLeaders BCRAN 642-821: 9 Practice Exams	bcra09
Cisco Related Series by MindLeaders BSCI 642-801	DECIET
	BSCIFT
Cisco Related Series by MindLeaders BSCI 642-801: 1 Routing Principles	bsci01
Cisco Related Series by MindLeaders BSCI 642-801: 2 Extending IP Addresses	bsci02
Cisco Related Series by MindLeaders BSCI 642-801: 3 Implementing OSPF in a Single Area	bsci03
Cisco Related Series by MindLeaders BSCI 642-801: 4 Interconnecting OSPF Areas	bsci04
Cisco Related Series by MindLeaders BSCI 642-801: 5 Applying Integrated IS-IS	bsci05
Cisco Related Series by MindLeaders BSCI 642-801: 6 Employing Enhanced IGRP	bsci06
Cisco Related Series by MindLeaders BSCI 642-801: 7 Configuring Border Gateway Protocol	bsci07
Cisco Related Series by MindLeaders BSCI 642-801: 8 Scaling BGP Networks	bsci08
Cisco Related Series by MindLeaders BSCI 642-801: 9 Routing Update Optimization &	500100
Redistribution	bsci09
Cisco Related Series by MindLeaders BSCI 642-801:10 Practice Exam	bsci10
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Cisco Related Series by MindLeaders BSCI 642-901	C90106
Cisco Related Series by MindLeaders BSCI 642-901: 1 EIGRP Operations	I_9001
Cisco Related Series by MindLeaders BSCI 642-901: 2 Multiarea OSPF Operations	I_9002
Cisco Related Series by MindLeaders BSCI 642-901: 3 Integrated IS-IS	1_9003
Cisco Related Series by MindLeaders BSCI 642-901: 4 Cisco IOS Routing Features	I_9004
Cisco Related Series by MindLeaders BSCI 642-901: 5 BGP for Enterprise ISP Connectivity	I_9005
Cisco Related Series by MindLeaders BSCI 642-901: 6 Multicast Forwarding	I_9006
Cisco Related Series by MindLeaders BSCI 642-901:7 IPv6	I_9007
Cisco Related Series by MindLeaders BSCI 642-901: 8 Practice Exam 1	c90151
Cisco Related Series by MindLeaders BSCI 642-901: 9 Practice Exam 2	c90152
Cisco Related Series by MindLeaders BSCI 642-901:10 Practice Exam 3	c90153
Cisco Related Series by MindLeaders BSCI 642-901:11 Practice Exam 4	c90154
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Cisco Related Series by MindLeaders CCDA 640-863	863CCD
Cisco Related Series by MindLeaders CCDA 640-863: 1 Network Design Methodology	I_8601
Cisco Related Series by MindLeaders CCDA 640-863: 2 Network Structure and Modularity	I_8602
Cisco Related Series by MindLeaders CCDA 640-863: 3 Basic Enterprise Campus Networks	I_8603
Cisco Related Series by MindLeaders CCDA 640-863: 4 Enterprise Edge and Remote Network	
Modules	I_8604
Cisco Related Series by MindLeaders CCDA 640-863: 5 IP Addressing and Routing Protocols	I_8605
Cisco Related Series by MindLeaders CCDA 640-863: 6 Security Services	I_8606
Cisco Related Series by MindLeaders CCDA 640-863: 7 Voice Networking Considerations	I_8607
Cisco Related Series by MindLeaders CCDA 640-863: 8 Wireless Networking Considerations	I_8608
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Cisco Related Series by MindLeaders CCDA 640-863: 9 Practice Exam 1	863c51
Cisco Related Series by MindLeaders CCDA 640-863:10 Practice Exam 2	863c52
Cisco Related Series by MindLeaders CCDA 640-863:11 Practice Exam 3	863c53
Cisco Related Series by MindLeaders CCDA 640-863:11 Practice Exam 3 Cisco Related Series by MindLeaders CCDA 640-863:12 Practice Exam 4	863c54
CISCO Related Series by MillidLeaders CCDA 040-003.12 Fractice Exam 4	603034
Cisco Related Series by MindLeaders CCNA 640-801	CCNAFT
Cisco Related Series by MindLeaders CCNA 640-801: 1 The Open Systems Interconnect Model	
(OSI)	ccna01
Cisco Related Series by MindLeaders CCNA 640-801: 2 Hardware and the OSI Reference Model	ccna02
Cisco Related Series by MindLeaders CCNA 640-801: 3 Wide Area Network Protocols	ccna03
Cisco Related Series by MindLeaders CCNA 640-801: 4 TCP/IP Technologies	ccna04
Cisco Related Series by MindLeaders CCNA 640-801: 5 Understanding Layer 2 Switching	
Technologies	ccna05
Cisco Related Series by MindLeaders CCNA 640-801: 6 Understanding Layer 3 Routing	
Technologies	ccna06
Cisco Related Series by MindLeaders CCNA 640-801: 7 Configuring a Cisco Switch	ccna07
Cisco Related Series by MindLeaders CCNA 640-801: 8 Configuring a Cisco Router	ccna08
Cisco Related Series by MindLeaders CCNA 640-801: 9 Creating and Applying Additional Router	
Configurations	ccna09
Cisco Related Series by MindLeaders CCNA 640-801:10 Practice Exam	ccna10
O'	222221
Cisco Related Series by MindLeaders CCNA 640-802	802CCN
Cisco Related Series by MindLeaders CCNA 640-802: 1 Networking Fundamentals	I_8001
Cisco Related Series by MindLeaders CCNA 640-802: 2 Network Models	I_8002
Cisco Related Series by MindLeaders CCNA 640-802: 3 Concepts in IP Addressing	I_8003
Cisco Related Series by MindLeaders CCNA 640-802: 4 Working with Cisco Equipment	I_8004
Cisco Related Series by MindLeaders CCNA 640-802: 5 Managing Your Router	I_8005
Cisco Related Series by MindLeaders CCNA 640-802: 6 Basic Catalyst Switch Operations and	1 0000
Configuration Ciaca Balatad Sarias by Mindle addres CCNA 640 800; 7 Introduction to WANG	I_8006
Cisco Related Series by MindLeaders CCNA 640-802: 7 Introduction to WANs	I_8007
Cisco Related Series by MindLeaders CCNA 640-802: 8 Wireless LANs	I_8008
Cisco Related Series by MindLeaders CCNA 640-802: 9 Basic Network Security	I_8009
Cisco Related Series by MindLeaders CCNA 640-802:10 Basic Routing	I_8010
Cisco Related Series by MindLeaders CCNA 640-802:11 Small-Office Internet Connection	I_8011
Cisco Related Series by MindLeaders CCNA 640-802:12 Advanced Catalyst Switch Operations and	1 0040
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Cisco Related Series by MindLeaders CCNA 640-802:13 IP Access Lists	I_8013
Cisco Related Series by MindLeaders CCNA 640-802:14 Advanced Routing Cisco Related Series by MindLeaders CCNA 640-802:15 Advanced WANs	I_8014
Cisco Related Series by MindLeaders CCNA 640-802:15 Advanced IP Concepts	I_8015
	I_8016
Cisco Related Series by MindLeaders CCNA 640-802:17 Practice Exam 1 Cisco Related Series by MindLeaders CCNA 640-802:18 Practice Exam 2	802c51
Cisco Related Series by MindLeaders CCNA 640-802:19 Practice Exam 3	802c52 802c53
Cisco Related Series by Militaleaders CCNA 640-602. 19 Practice Exam 3	602033
Cisco Related Series by MindLeaders CIT 642-831	CCITFT
Cisco Related Series by MindLeaders CIT 642-831: 1 Networking Principles and Technologies	ccit01
Cisco Related Series by MindLeaders CIT 642-831: 2 TCP/IP	ccit02
Cisco Related Series by MindLeaders CIT 642-831: 3 Windows Troubleshooting	ccit03
Cisco Related Series by MindLeaders CIT 642-831: 4 The Physical and Data Link Layers	ccit04
Cisco Related Series by MindLeaders CIT 642-831: 5 Virtual LANs	ccit05
Cisco Related Series by MindLeaders CIT 642-831: 6 Serial Links	ccit06
Cisco Related Series by MindLeaders CIT 642-831: 7 Routing Protocols	ccit07
Cisco Related Series by MindLeaders CIT 642-831: 8 ISDN	ccit08
Cisco Related Series by MindLeaders CIT 642-831: 9 Practice Exams	ccit09
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Cisco Related Series by MindLeaders ICND1 640-822	822CCN
Cisco Related Series by MindLeaders ICND1 640-822: 1 Networking Fundamentals	I_8201
Cisco Related Series by MindLeaders ICND1 640-822: 2 Network Models	1_8202
Cisco Related Series by MindLeaders ICND1 640-822: 3 Concepts in IP Addressing	I_8203

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Cisco Related Series by MindLeaders ICND1 640-822: 4 Working with Cisco Equipment Cisco Related Series by MindLeaders ICND1 640-822: 5 Managing Your Router Cisco Related Series by MindLeaders ICND1 640-822: 6 Basic Catalyst Switch Operations and	I_8204 I_8205
Configuration Cisco Related Series by MindLeaders ICND1 640-822: 7 Introduction to WANs Cisco Related Series by MindLeaders ICND1 640-822: 8 Wireless LANs Cisco Related Series by MindLeaders ICND1 640-822: 9 Basic Network Security Cisco Related Series by MindLeaders ICND1 640-822:10 Basic Routing Cisco Related Series by MindLeaders ICND1 640-822:11 Small-Office Internet Connection	I_8206 I_8207 I_8208 I_8209 I_8210 I_8211
Cisco Related Series by MindLeaders ICND2 640-816 Cisco Related Series by MindLeaders ICND2 640-816: 1 Advanced Catalyst Switch Operations and	816CCN
Configuration Cisco Related Series by MindLeaders ICND2 640-816: 2 IP Access Lists Cisco Related Series by MindLeaders ICND2 640-816: 3 Advanced Routing Cisco Related Series by MindLeaders ICND2 640-816: 4 Advanced WANs Cisco Related Series by MindLeaders ICND2 640-816: 5 Advanced IP Concepts	I_8101 I_8102 I_8103 I_8104 I_8105
Cisco Related Series by MindLeaders ISCW 642-825	C82506
Cisco Related Series by MindLeaders ISCW 642-825: 1 Basic Teleworker Services Cisco Related Series by MindLeaders ISCW 642-825: 2 Frame-Mode MPLS	I_8i01 I_8i02
Cisco Related Series by MindLeaders ISCW 642-825: 2 Frame-Mode MFES Cisco Related Series by MindLeaders ISCW 642-825: 3 Site-to-Site IPSec VPN	I_8i03
Cisco Related Series by MindLeaders ISCW 642-825: 4 Network Security Strategies	I_8i04
Cisco Related Series by MindLeaders ISCW 642-825: 5 Cisco Device Hardening	I_8i05
Cisco Related Series by MindLeaders ISCW 642-825: 6 Cisco IOS Firewall Cisco Related Series by MindLeaders ISCW 642-825: 7 Cisco IOS Intrusion Protection System	l_8i06 l_8i07
Cisco Related Series by MindLeaders ISCW 642-825: 8 Practice Exam 1	c82551
Cisco Related Series by MindLeaders ISCW 642-825: 9 Practice Exam 2	c82552
Cisco Related Series by MindLeaders ISCW 642-825: 10 Practice Exam 3	c82553
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Cisco Related Series by MindLeaders ONT 642-845	C84506
Cisco Related Series by MindLeaders ONT 642-845: 1 Cisco VoIP Implementations	I_8401
Cisco Related Series by MindLeaders ONT 642-845: 1 Cisco VoIP Implementations Cisco Related Series by MindLeaders ONT 642-845: 2 QoS Considerations	l_8401 l_8402
Cisco Related Series by MindLeaders ONT 642-845: 1 Cisco VoIP Implementations Cisco Related Series by MindLeaders ONT 642-845: 2 QoS Considerations Cisco Related Series by MindLeaders ONT 642-845: 3 DiffServ QoS Implementations	l_8401 l_8402 l_8403
Cisco Related Series by MindLeaders ONT 642-845: 1 Cisco VoIP Implementations Cisco Related Series by MindLeaders ONT 642-845: 2 QoS Considerations	l_8401 l_8402
Cisco Related Series by MindLeaders ONT 642-845: 1 Cisco VoIP Implementations Cisco Related Series by MindLeaders ONT 642-845: 2 QoS Considerations Cisco Related Series by MindLeaders ONT 642-845: 3 DiffServ QoS Implementations Cisco Related Series by MindLeaders ONT 642-845: 4 AutoQoS Cisco Related Series by MindLeaders ONT 642-845: 5 WLAN Security and Management Cisco Related Series by MindLeaders ONT 642-845: 6 Practice Exam 1	I_8401 I_8402 I_8403 I_8404 I_8405 c84551
Cisco Related Series by MindLeaders ONT 642-845: 1 Cisco VoIP Implementations Cisco Related Series by MindLeaders ONT 642-845: 2 QoS Considerations Cisco Related Series by MindLeaders ONT 642-845: 3 DiffServ QoS Implementations Cisco Related Series by MindLeaders ONT 642-845: 4 AutoQoS Cisco Related Series by MindLeaders ONT 642-845: 5 WLAN Security and Management Cisco Related Series by MindLeaders ONT 642-845: 6 Practice Exam 1 Cisco Related Series by MindLeaders ONT 642-845: 7 Practice Exam 2	I_8401 I_8402 I_8403 I_8404 I_8405 c84551 c84552
Cisco Related Series by MindLeaders ONT 642-845: 1 Cisco VoIP Implementations Cisco Related Series by MindLeaders ONT 642-845: 2 QoS Considerations Cisco Related Series by MindLeaders ONT 642-845: 3 DiffServ QoS Implementations Cisco Related Series by MindLeaders ONT 642-845: 4 AutoQoS Cisco Related Series by MindLeaders ONT 642-845: 5 WLAN Security and Management Cisco Related Series by MindLeaders ONT 642-845: 6 Practice Exam 1 Cisco Related Series by MindLeaders ONT 642-845: 7 Practice Exam 2 Cisco Related Series by MindLeaders ONT 642-845: 8 Practice Exam 3	I_8401 I_8402 I_8403 I_8404 I_8405 c84551 c84552 c84553
Cisco Related Series by MindLeaders ONT 642-845: 1 Cisco VoIP Implementations Cisco Related Series by MindLeaders ONT 642-845: 2 QoS Considerations Cisco Related Series by MindLeaders ONT 642-845: 3 DiffServ QoS Implementations Cisco Related Series by MindLeaders ONT 642-845: 4 AutoQoS Cisco Related Series by MindLeaders ONT 642-845: 5 WLAN Security and Management Cisco Related Series by MindLeaders ONT 642-845: 6 Practice Exam 1 Cisco Related Series by MindLeaders ONT 642-845: 7 Practice Exam 2 Cisco Related Series by MindLeaders ONT 642-845: 8 Practice Exam 3 Cisco Related Series by MindLeaders ONT 642-845: 9 Practice Exam 4	I_8401 I_8402 I_8403 I_8404 I_8405 c84551 c84552 c84553 c84554
Cisco Related Series by MindLeaders ONT 642-845: 1 Cisco VoIP Implementations Cisco Related Series by MindLeaders ONT 642-845: 2 QoS Considerations Cisco Related Series by MindLeaders ONT 642-845: 3 DiffServ QoS Implementations Cisco Related Series by MindLeaders ONT 642-845: 4 AutoQoS Cisco Related Series by MindLeaders ONT 642-845: 5 WLAN Security and Management Cisco Related Series by MindLeaders ONT 642-845: 6 Practice Exam 1 Cisco Related Series by MindLeaders ONT 642-845: 7 Practice Exam 2 Cisco Related Series by MindLeaders ONT 642-845: 8 Practice Exam 3 Cisco Related Series by MindLeaders ONT 642-845: 9 Practice Exam 4 CISSP Security Professional	I_8401 I_8402 I_8403 I_8404 I_8405 c84551 c84552 c84553 c84554
Cisco Related Series by MindLeaders ONT 642-845: 1 Cisco VoIP Implementations Cisco Related Series by MindLeaders ONT 642-845: 2 QoS Considerations Cisco Related Series by MindLeaders ONT 642-845: 3 DiffServ QoS Implementations Cisco Related Series by MindLeaders ONT 642-845: 4 AutoQoS Cisco Related Series by MindLeaders ONT 642-845: 5 WLAN Security and Management Cisco Related Series by MindLeaders ONT 642-845: 6 Practice Exam 1 Cisco Related Series by MindLeaders ONT 642-845: 7 Practice Exam 2 Cisco Related Series by MindLeaders ONT 642-845: 8 Practice Exam 3 Cisco Related Series by MindLeaders ONT 642-845: 9 Practice Exam 4 CISSP Security Professional CISSP Security Professional: 1 Access Control Systems and Methodology	I_8401 I_8402 I_8403 I_8404 I_8405 c84551 c84552 c84553 c84554 CISSPS ciss01
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	Microsoft SQL Server 2005 Admin MCITP 70-444: 1 Optimizing the Performance of Databases and Database Servers	l_m401

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Plan for a Database	
Microsoft SQL Server 2005 Admin MCITP 70-444: 4 Designing a Strategy to Monitor a Database	
Solution	l_m404
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Solution	l_m405
Microsoft SQL Server 2005 Admin MCITP 70-444: 6 Designing and Managing SSIS Packages	l_m406
Microsoft SQL Server 2005 Admin MCITP 70-444: 7 Designing a Database Data Management	l == 107
Strategy Microsoft SQL Server 2005 Admin MCITP 70-444: 8 Designing a Strategy to Manage Replication	l_m407 l_m408
Microsoft SQL Server 2005 Admin MCITP 70-444: 9 Protecting Your SQL Server from Attack	I_m409
Microsoft SQL Server 2005 Admin MCITP 70-444:10 Designing a Strategy to Manage and Maintain	
Database Security	l_m410
Microsoft SQL Server 2005 Admin MCITP 70-444:11 Practice Exam 1	444m51
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Microsoft SQL Server 2005 Data Access MCITP 70-442	442MCI
Microsoft SQL Server 2005 Data Access MCITP 70-442 Microsoft SQL Server 2005 Data Access MCITP 70-442: 1 Designing Data Access	l mm01
Microsoft SQL Server 2005 Data Access MCITP 70-442: 2 Designing Application Access	I_mm02
Microsoft SQL Server 2005 Data Access MCITP 70-442: 3 Designing Queries	I_mm03
Microsoft SQL Server 2005 Data Access MCITP 70-442: 4 Using Cursors	I_mm04
Microsoft SQL Server 2005 Data Access MCITP 70-442: 5 Planning Error Handling	I_mm05
Microsoft SQL Server 2005 Data Access MCITP 70-442: 6 Planning a Transaction Strategy	I_mm06
Microsoft SQL Server 2005 Data Access MCITP 70-442: 7 Optimizing and Tuning Queries for	
Performance	I_mm07
Microsoft SQL Server 2005 Data Access MCITP 70-442: 8 Optimizing Indexing Strategies	l_mm08
Microsoft SQL Server 2005 Data Access MCITP 70-442: 9 Scaling Out Applications	l_mm09
Microsoft SQL Server 2005 Data Access MCITP 70-442:10 Resolving Performance Problems	l_mm10
Microsoft SQL Server 2005 Data Access MCITP 70-442:11 Optimizing Data Storage	l_mm11
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Microsoft SQL Server 2005 Data Access MCITP 70-442:13 Practice Exam 2 Microsoft SQL Server 2005 Data Access MCITP 70-442:14 Practice Exam 3	442m52 442m53
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Microsoft SQL Server 2005 Design MCITP 70-443	443MCI
Microsoft SQL Server 2005 Design MCITP 70-443:51 Practice Exam 1	443m51
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Microsoft SQL Server 2005 Design MCITP 70-443: 1 Designing the Hardware and Software	
Infrastructure	I_4401
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Microsoft SQL Server 2005 Design MCITP 70-443: 7 Designing SQL Server Object-Level Security Microsoft SQL Server 2005 Design MCITP 70-443: 8 Designing a Physical Database	
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Microsoft SQL Server 2005 Solutions MCITP 70-441: 5 Designing Database Testing and Code Management Procedures Microsoft SQL Server 2005 Solutions MCITP 70-441: 6 Designing a Web Service Solution Microsoft SQL Server 2005 Solutions MCITP 70-441: 7 Designing Messaging Services for a	I_4m05 I_4m06
Database Solution Microsoft SQL Server 2005 Solutions MCITP 70-441: 8 Designing a Reporting Services Solutions Microsoft SQL Server 2005 Solutions MCITP 70-441: 9 Designing Data Integration Solutions	I_4m07 I_4m08 I_4m09
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Microsoft SQL Server 2005 Upgrade MCITP 70-447	447MCI
Microsoft SQL Server 2005 Upgrade MCITP 70-447:51 Practice Exam 1	447m51
Microsoft SQL Server 2005 Upgrade MCITP 70-447:52 Practice Exam 2	447m52
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Microsoft SQL Server 2005 Upgrade MCITP 70-447:54 Practice Exam 4 Microsoft SQL Server 2005 Upgrade MCITP 70-447:55 Practice Exam 5	447m54 447m55
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MS Exchange Server 5.5	X51LIB
MS Exchange Server 5.5: 1 Planning	x51
MS Exchange Server 5.5: 2 Strategies MS Exchange Server 5.5: 3 Installing	x52
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MS Exchange Server 5.5: 8 Connectivity	x58
MS Exchange Server 5.5: 9 Site Solutions	x59
MVO	
MVS	MVSSER
MVS: 1 Fundamentals of MVS and JES	MVSSER mvss01
MVS: 1 Fundamentals of MVS and JES MVS: 2 Enhancing Performance	mvss01 mvss02
MVS: 1 Fundamentals of MVS and JES MVS: 2 Enhancing Performance MVS: 3 Utilities	mvss01 mvss02 mvss03
MVS: 1 Fundamentals of MVS and JES MVS: 2 Enhancing Performance MVS: 3 Utilities MVS: 4 Basic Operations	mvss01 mvss02 mvss03 mvss04
MVS: 1 Fundamentals of MVS and JES MVS: 2 Enhancing Performance MVS: 3 Utilities	mvss01 mvss02 mvss03
MVS: 1 Fundamentals of MVS and JES MVS: 2 Enhancing Performance MVS: 3 Utilities MVS: 4 Basic Operations MVS: 5 Advanced Operations Notes 5 Programming	mvss01 mvss02 mvss03 mvss04 mvss05
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MVS: 1 Fundamentals of MVS and JES MVS: 2 Enhancing Performance MVS: 3 Utilities MVS: 4 Basic Operations MVS: 5 Advanced Operations Notes 5 Programming Notes 5 Programming: 1 Designing in Domino Notes 5 Programming: 2 Pages and Forms Notes 5 Programming: 3 Organizing Info Notes 5 Programming: 4 Scripting Notes 5 Programming: 5 LotusScript Notes 5 Programming: 6 Java Novell 560 CNE Novell 560 CNE: 1 NetWare Basics Novell 560 CNE: 2 Installation Novell 560 CNE: 3 Using NDS Novell 560 CNE: 4 File System Novell 560 CNE: 5 NDS Security Novell 560 CNE: 6 File Security Novell 560 CNE: 7 ZENworks Novell 560 CNE: 8 Advanced ZENworks	mvss01 mvss02 mvss03 mvss04 mvss05 N5PRGM n5pr01 n5pr02 n5pr03 n5pr04 n5pr05 n5pr06 560CNE 560c01 560c02 560c03 560c04 560c05 560c06 560c07 560c08
MVS: 1 Fundamentals of MVS and JES MVS: 2 Enhancing Performance MVS: 3 Utilities MVS: 4 Basic Operations MVS: 5 Advanced Operations Notes 5 Programming Notes 5 Programming: 1 Designing in Domino Notes 5 Programming: 2 Pages and Forms Notes 5 Programming: 3 Organizing Info Notes 5 Programming: 4 Scripting Notes 5 Programming: 5 LotusScript Notes 5 Programming: 6 Java Novell 560 CNE Novell 560 CNE: 1 NetWare Basics Novell 560 CNE: 2 Installation Novell 560 CNE: 3 Using NDS Novell 560 CNE: 4 File System Novell 560 CNE: 5 NDS Security Novell 560 CNE: 6 File Security Novell 560 CNE: 7 ZENworks	mvss01 mvss02 mvss03 mvss04 mvss05 N5PRGM n5pr01 n5pr02 n5pr03 n5pr04 n5pr05 n5pr06 560CNE 560c01 560c02 560c03 560c04 560c05 560c06 560c07
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Novell 570 CNE Advanced Administration: 6 Disk and Network Performance	570c06
Object-Oriented Analysis & Design	OADLIB
Object-Oriented Analysis & Design: 1 Intro Object-Oriented Analysis & Design: 2 System	oa1 oa2
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OOP Using C++: Week 1	cp1
OOP Using C++: Week 2	cp2
OOP Using C++: Week 3	ср3
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Oracle: 1 Introduction to PL/SQL	pl1
Oracle: 2 Overview of Developer/2000 Oracle: 3 Forms 4.5 and Reports 2.5	od1 od2
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Oracle 10g Administration: 1 Oracle Architectural Components	I_o101
Oracle 10g Administration: 2 Oracle Server Introduction	l_o102
Oracle 10g Administration: 3 Database Architecture, Creation and Interfaces	l_o103
Oracle 10g Administration: 4 Database Control and Storage Structures	l_o104
Oracle 10g Administration: 5 Managing Users and Schemas Oracle 10g Administration: 6 Data Management	l_o105 l_o106
Oracle 10g Administration: 7 PL/SQL	I_0100 I_0107
Oracle 10g Administration: 8 Database Security Management	I_0108
Oracle 10g Administration: 9 Oracle Net Services	I_o109
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Oracle 10g Administration:11 Database Performance Monitoring	l_o111
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Oracle 10g Administration:13 Database Undo Management	I_0113
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Oracle 10g Administration:17 Database Recovery	I_0117
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Oracle 10g Database Administration II 1Z0-043: 1 Using Globalization Support Objectives	L_4301
Oracle 10g Database Administration II 1Z0-043: 2 Configuring Recovery Manager	L_4302
Oracle 10g Database Administration II 1Z0-043: 3 Recovering from User Errors	L_4303
Oracle 10g Database Administration II 1Z0-043: 4 Dealing with Database Corruption	L_4304
Oracle 10g Database Administration II 1Z0-043: 5 Automatic Database Management	L_4305
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Oracle 10g Database Administration II 120-043: 9 Automatic Storage Management	L_4309
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Oracle8: 1 Installing Oracle	or1
Oracle8: 2 Database Management	or2
Oracle8: 3 Building Databases	or3
Oracle8: 4 Files, Data, and Users	or4
Oracle8: 5 Database Schema Objects	or5
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Oracle9i Database Fundamentals 1Z0-031: 1 Oracle Architecture and Tools	or3101
Oracle9i Database Fundamentals 1Z0-031: 2 Managing Instances and Creating Databases	or3102
Oracle9i Database Fundamentals 1Z0-031: 3 Managing the Database Structure	or3103
Oracle9i Database Fundamentals 1Z0-031: 4 Managing Tablespaces and Datafiles	or3104
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Oracle9i Database Fundamentals II 1Z0-032: 2 Basic Oracle Net Architecture	l_3202
Oracle9i Database Fundamentals II 1Z0-032: 3 Basic Oracle Net Server-Side Configuration	I_3203
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Oracle9i Database Fundamentals II 1Z0-032: 5 Usage and Configuration of the Oracle Shared	020 :
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Oracle9i Database Performance Tuning 1Z0-033: 2 Sizing the Buffer Cache	I_3302
Oracle9i Database Performance Tuning 1Z0-033: 3 Sizing Other SGA Structures	I_3303
Oracle9i Database Performance Tuning 1Z0-033: 4 Monitoring and Detecting Lock Contention	I_3304
Oracle9i Database Performance Tuning 1Z0-033: 5 Using Oracle Blocks Efficiently	I_3305

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Oracle9i Database Performance Tuning 1Z0-033:11 SQL Statement Tuning	I_3311
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Oracle9 <i>i</i> SQL 1Z0-007: 1 Introduction to SQL	or0701
Oracle9 SQL 1Z0-007: 2 Intermediate Queries	or0702
Oracle9 SQL 1Z0-007: 3 Queries with Single-Row Functions	or0702
Oracle9 SQL 1Z0-007: 4 Combining Tables	or0703
Oracle9 SQL 120-007: 4 Combining Tables Oracle9 SQL 1Z0-007: 5 Grouping and Summarizing Data	or0704
·	
Oracle9i SQL 1Z0-007: 6 Advanced Queries and Views	or0706
Oracle9i SQL 1Z0-007: 7 Working with Data	or0707
Oracle9i SQL 1Z0-007: 8 Creating Tables and Constraints	or0708
Oracle9i SQL 1Z0-007: 9 Database Objects and User Security	or0709
Oracle9i SQL 1Z0-007:10 SQL*Plus & iSQL*Plus Reporting and PL/SQL	or0710
Oracle9i SQL 1Z0-007:11 Practice Exam	or0711
PHP and MySQL	PHPSQL
PHP and MySQL: 1 Installing Required Software	phps01
PHP and MySQL: 2 PHP Basics	phps02
PHP and MySQL: 3 Programming with PHP	phps03
PHP and MySQL: 4 Creating Dynamic Web Sites	phps04
PHP and MySQL: 5 SQL and MySQL Basics	phps05
PHP and MySQL: 6 Advanced SQL and MySQL	phps06
PHP and MySQL: 7 Error Handling and Debugging	phps07
PHP and MySQL: 8 Using PHP with MySQL	phps08
PHP and MySQL: 9 Developing Web Applications	phps09
PHP and MySQL:10 Cookies and Sessions	phps10
PHP and MySQL:11 Web Application Security	phps11
PHP and MySQL:12 Extended Topics	phps12
PHP and MySQL:13 Content Management Example	phps13
PHP and MySQL:14 User Registration Example	phps14
PHP and MySQL:15 E-Commerce Example	phps15
PowerBuilder 9 Advanced Development	PB9LIB
PowerBuilder 9 Advanced Development: 1 Source Code Control	pb9l01
PowerBuilder 9 Advanced Development: 2 Deploying Applications and Using InfoMaker	pb9l02
PowerBuilder 9 Advanced Development: 3 Coding Techniques	pb9l03
PowerBuilder 9 Advanced Development: 4 Techniques for Using DataWindows	pb9l04
PowerBuilder 9 Advanced Development: 4 Techniques for Osing DataWindows PowerBuilder 9 Advanced Development: 5 Graphic DataWindows and XML DataWindows	pb9104 pb9105
Project Server 2003	PRJSV3
Project Server 2003: 1 Preparing To Use Project Server	
Project Server 2003: 1 Preparing 10 Ose Project Server Project Server 2003: 2 Installing and Configuring Project Server	prjs01
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Project Server 2003: 3 Customizing PWA and PWA Housekooping	prjs03
Project Server 2003: 4 Customizing PWA and PWA Housekeeping Project Server 2003: 5 Identifying the Project Manager and the Executive	prjs04
Project Server 2003: 5 Identifying the Roles of the Project Manager and the Executive	prjs05
Project Server 2003: 6 Using Project Web Access	prjs06

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QMF	QMFSER
QMF: 1 Fundamentals of QMF	qmfs01
QMF: 2 Prompted Query and QBE	qmfs02
QMF: 3 Reports	qmfs03
QMF: 4 Additional Formatting Techniques	qmfs04
Rational Unified Process	RATION
Rational Unified Process: 1 Understanding the RUP	rati01
Rational Unified Process: 2 Inception and Elaboration Phases	rati02
Rational Unified Process: 3 Construction and Transition Phases	rati03
Rational Unified Process: 4 Adopting the RUP	rati04
Rational Unified Process: 5 Planning an Iterative Project	rati05
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Rational Unified Process: 7 RUP for Developers and Testers	rati07
RDBMS Fundamentals	RDBLIE
RDBMS Fundamentals: Database Principles	rd1
REXX Programming	REXSER
REXX Programming: 1 Introducing REXX	rexs01
REXX Programming: 2 Advanced REXX Features	rexs02
RPG IV Programming	RPGIVE
RPG IV Programming: 1 Introduction to RPG	rpgi01
RPG IV Programming: 2 Getting Started with RPG	rpgi02
RPG IV Programming: 3 Defining Data	rpgi03
RPG IV Programming: 4 Arithmetic Operations	rpgi04
RPG IV Programming: 5 Flow of Control	rpgi05
RPG IV Programming: 6 Externally Described Files	rpgi06
RPG IV Programming: 7 File Access and Record Manipulation	rpgi07
RPG IV Programming: 8 Interactive Applications RPG IV Programming: 9 Tables and Arrays	rpgi08
RPG IV Programming:10 Modular Programming	rpgi09 rpgi10
RPG IV Programming:11 Advanced Data Definition	rpgi11
RPG IV Programming:12 Advanced Techniques	rpgi12
RPG IV Programming:13 Maintaining the Past	rpgi13
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Running an Online Business: 1 Your E-Business	ecom01
Running an Online Business: 2 Getting Started	ecom02
Running an Online Business: 3 Influences on E-Commerce	ecom03
Running an Online Business: 4 Killer Apps	ecom04
Running an Online Business: 5 Developing Your E-Business	ecom05
Running an Online Business: 6 Real-Time and Data Mining	ecom06
Running an Online Business: 7 Lowering Your Business Costs	ecom07
Running an Online Business: 8 Customer Service and Payment	ecom08
Running an Online Business: 9 Marketing Your E-Business	ecom09
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Running an Online Business:13 Managing Your E-Business	ecom13
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SAS 8: 2 Using SAS	sass02
SAS 8: 3 Data Manipulation	sass03
SAS 8: 4 DATA Step Programming SAS 8: 5 Results	sass04 sass05

SAS 8: 6 Display Manager System	sass06
SAS 8: 7 Data Libraries	sass07
SAS 8: 8 Inputting Data and PROC SQL	sass08
SAS 8: 9 Combining and Updating Data Sets	sass09
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SAS: 2 Using SAS	sas602
SAS: 3 Data Manipulation	sas603
SAS: 4 DATA Step Programming	sas604
SAS: 5 Results	sas605
SAS: 6 Display Manager System	sas606
SAS: 7 Data Libraries	sas607
SAS: 8 Inputting Data and PROC SQL	sas608
SAS: 9 Combining and Updating Data Sets	sas609
Server 2003 Security Admin MCSA/MCSE 70-299	SVSECA
Server 2003 Security Admin MCSA/MCSE 70-299: 1 Implementing, Managing, and Troubleshooting	OVOLOA
Security Policies	svse01
Server 2003 Security Admin MCSA/MCSE 70-299: 2 Network Communications Security and Patch	
Management	svse02
Server 2003 Security Admin MCSA/MCSE 70-299: 3 PKI Administration and IPSec Troubleshooting Server 2003 Security Admin MCSA/MCSE 70-299: 4 Planning and Implementing Security for	svse03
Remote Users and Wireless Networks	svse04
Server 2003 Security Admin MCSA/MCSE 70-299: 5 Practice Exams	svse05
Solaris 8 System Administrator 310-011	SLR8SA
Solaris 8 System Administrator 310-011: 1 Installation, Initialization, and Shutdown	slr801
Solaris 8 System Administrator 310-011: 2 The Boot Process and Boot PROM	slr802
Solaris 8 System Administrator 310-011: 3 User and Software Package Administration	slr803
Solaris 8 System Administrator 310-011: 4 System Security and Remote Connection	slr804
Solaris 8 System Administrator 310-011: 5 Process Control	slr805
Solaris 8 System Administrator 310-011: 6 File Systems, Files, and Directories	slr806
Solaris 8 System Administrator 310-011: 7 Disk Configuration	slr807
Solaris 8 System Administrator 310-011: 8 Backup and Recovery	slr808
Solaris 8 System Administrator 310-011: 9 vi Editor and Command Syntax	slr809
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Solaris 9 System Administrator 310-014/310-015	SOLARA
Solaris 9 System Administrator 310-014/310-015: 1 Installation and Maintenance	sola01
Solaris 9 System Administrator 310-014/310-015: 2 The User Environment and System Security	sola02
Solaris 9 System Administrator 310-014/310-015: 3 File and Disk Administration	sola03
Solaris 9 System Administrator 310-014/310-015: 4 Backups, Printing, and the Network	00.000
Environment	sola04
Solaris 9 System Administrator 310-014/310-015: 5 Access Control, Syslog, and Advanced Disk	301404
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Solaris 9 System Administrator 310-014/310-015: 6 Network File System and Name Services	sola03
Solaris 9 System Administrator 310-014/310-015: 7 Practice Exams	sola07
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SQL for the Mainframe Environment: 1 Introduction to Databases and SQL	sqlm01
SQL for the Mainframe Environment: 2 Filtering Data	sqlm02
SQL for the Mainframe Environment: 3 Calculations and Functions	sqlm03
SQL for the Mainframe Environment: 4 Summarizing Data	sqimos sqlm04
SQL for the Mainframe Environment: 5 Groups and Queries	sqlm05
SQL for the Mainframe Environment: 6 Joins	
SQL for the Mainframe Environment: 7 Data and Tables	sqlm06
SQL for the Mainframe Environment: 7 Data and Tables SQL for the Mainframe Environment: 8 Views and Stored Procedures	sqlm07 salm08
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SQL for the Windows Environment: 1 Introduction to Databases and SQL SQL for the Windows Environment: 2 Filtering Data SQL for the Windows Environment: 3 Calculations and Functions SQL for the Windows Environment: 4 Summarizing Data SQL for the Windows Environment: 5 Groups and Queries SQL for the Windows Environment: 6 Joins SQL for the Windows Environment: 7 Data and Tables SQL for the Windows Environment: 8 Views and Stored Procedures SQL for the Windows Environment: 9 Transaction Processing and Cursors SQL for the Windows Environment: 10 Advanced SQL Functions	sqLWIN sqlw01 sqlw02 sqlw03 sqlw04 sqlw05 sqlw06 sqlw07 sqlw08 sqlw09 sqlw10
SQL Server 2000 Admin MCDBA MCSA MCSE 70-228 SQL Server 2000 Admin MCDBA MCSA MCSE 70-228: 1 Basic Concepts and Installation SQL Server 2000 Admin MCDBA MCSA MCSE 70-228: 2 Advanced Installation SQL Server 2000 Admin MCDBA MCSA MCSE 70-228: 3 Creating and Managing Databases SQL Server 2000 Admin MCDBA MCSA MCSE 70-228: 4 Disaster Recovery and Data Integrity SQL Server 2000 Admin MCDBA MCSA MCSE 70-228: 5 Extracting and Securing Data SQL Server 2000 Admin MCDBA MCSA MCSE 70-228: 6 Automation and Performance SQL Server 2000 Admin MCDBA MCSA MCSE 70-228: 7 Practice Exam	\$228AD \$22801 \$22802 \$22803 \$22804 \$22805 \$22806 \$22807
SQL Server 2000 Database Design MCSE 70-229: 1 Data Modeling and Database Creation SQL Server 2000 Database Design MCSE 70-229: 2 Database Objects SQL Server 2000 Database Design MCSE 70-229: 3 Retrieving and Modifying Data SQL Server 2000 Database Design MCSE 70-229: 4 Indexes and Views SQL Server 2000 Database Design MCSE 70-229: 5 Database Programming SQL Server 2000 Database Design MCSE 70-229: 6 Remote Data Access and XML SQL Server 2000 Database Design MCSE 70-229: 7 Optimization and Security SQL Server 2000 Database Design MCSE 70-229: 8 Exam Preparation 1 SQL Server 2000 Database Design MCSE 70-229: 9 Exam Preparation 2	sqL229 sql201 sql202 sql203 sql204 sql205 sql206 sql207 sql208 sql209
SQL Server 2005 MCTS 70-431: 1 Installing and Configuring SQL Server 2005 SQL Server 2005 MCTS 70-431: 2 Creating Databases SQL Server 2005 MCTS 70-431: 3 Working with Tables and Programmability Objects SQL Server 2005 MCTS 70-431: 4 Implementing Database Objects SQL Server 2005 MCTS 70-431: 5 Supporting the XML Framework SQL Server 2005 MCTS 70-431: 6 Enhancing Data Consumption and Throughput SQL Server 2005 MCTS 70-431: 7 Maintaining and Backing Up Databases SQL Server 2005 MCTS 70-431: 8 Monitoring Performance SQL Server 2005 MCTS 70-431: 9 Troubleshooting and Optimizing SQL Server 2005 MCTS 70-431:10 Implementing High Availability SQL Server 2005 MCTS 70-431:11 Practice Exams	SQL431 sql401 sql402 sql403 sql404 sql405 sql406 sql407 sql408 sql409 sql410
SQL Server 6.5 SQL Server 6.5: 1 Introduction SQL Server 6.5: 2 Installation and Setup SQL Server 6.5: 3 Users and Replication SQL Server 6.5: 4 Database Administration SQL Server 6.5: 5 System Management SQL Server 6.5: 6 Tuning for Performance	SQS001 ss1 ss2 ss3 ss4 ss5
SQL Server 7 Admin SQL Server 7 Admin: 1 Security Strategy SQL Server 7 Admin: 2 System Requirements	LA7LIB la1 la2

SQL Server 7 Admin: 3 Migration Planning	la3
SQL Server 7 Admin: 4 Replication Plans	la ²
SQL Server 7 Admin: 5 Installing the Server	las
SQL Server 7 Admin: 6 Other Installations	la6
SQL Server 7 Admin: 7 Configuring	la7
SQL Server 7 Admin: 8 Security Management	la8
SQL Server 7 Admin: 9 Managing Accounts	la ⁹
SQL Server 7 Admin:10 Managing Permissions	110
SQL Server 7 Admin:11 Database Management	I1 1
SQL Server 7 Admin:12 Loading Databases	112
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SQL Server 7 Admin:15 Management Tasks	115
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SQL	SQLSER
SQL: 1 Database Maintenance	sqls01
SQL: 2 Database Objects	sqls02
SQL: 3 Query Techniques	sqls03
SQL: 4 Joining Tables	sqls04
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Sun Java 2 Developer SCJD CX-310-252A/CX-310-027: 1 Designing the Application	jadv01
Sun Java 2 Developer SCJD CX-310-252A/CX-310-027: 2 Creating the Application	jadv02
Sun Java 2 Developer SCJD CX-310-252A/CX-310-027: 3 Completing the Application	jadv03
Sun Java 2 Developer SCJD CX-310-252A/CX-310-027: 4 Exam Resources	jadv04
Sybase	SYBLIE
Sybase: 1 Introduction to Sybase	sy1
Sybase: 2 Using SQL Server	sy2
Sybase: 3 System Administration	sy3
Sybase: 3 System Administration Sybase: 4 User Administration	sy2
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Sybase: 4 User Administration	sy ²
Sybase: 4 User Administration Sybase: 5 Programming with T-SQL	sy ² sy5
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ITS Institute 115 Online Training Courses

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UNIX: 1 Introduction to UNIX UNIX: 2 Shells: Bourne, Korn, and C UNIX: 3 Shell Programming UNIX: 4 System Administration I UNIX: 5 System Administration II UNIX: 6 Process Management	UNXLIB un1 un3 un4 un5 un6 un7
Visual Basic .NET for Web MCSD/MCAD 70-305: 1 Web Forms and Controls Visual Basic .NET for Web MCSD/MCAD 70-305: 2 User Interface Navigation and Error Handling Visual Basic .NET for Web MCSD/MCAD 70-305: 3 Binding, Consuming, and Manipulating Data Visual Basic .NET for Web MCSD/MCAD 70-305: 4 Components, Assemblies, and Web Services Visual Basic .NET for Web MCSD/MCAD 70-305: 5 Globalization and Legacy Code Visual Basic .NET for Web MCSD/MCAD 70-305: 6 Maintaining, Supporting, and Configuring Web Applications Visual Basic .NET for Web MCSD/MCAD 70-305: 7 Testing, Debugging, and Deploying Web	VBNWEB vbnw01 vbnw02 vbnw03 vbnw04 vbnw05 vbnw07
Applications Visual Basic .NET for Web MCSD/MCAD 70-305: 8 Practice Exams	vbnw06 vbnw08
Visual Basic .NET for XML Web MCSD/MCAD 70-310 Visual Basic .NET for XML Web MCSD/MCAD 70-310: 1 DataSets and XML Data Visual Basic .NET for XML Web MCSD/MCAD 70-310: 2 .NET Remoting and Web Services Visual Basic .NET for XML Web MCSD/MCAD 70-310: 3 Windows Services and Component	XMLBAS xmlb01 xmlb02
Services Visual Basic .NET for XML Web MCSD/MCAD 70-310: 4 Testing, Debugging, and Deployment Visual Basic .NET for XML Web MCSD/MCAD 70-310: 5 Security Issues Visual Basic .NET for XML Web MCSD/MCAD 70-310: 6 Practice Exams	xmlb03 xmlb04 xmlb05 xmlb06
Visual Basic .NET Windows Apps MCSD/MCAD 70-306 Visual Basic .NET Windows Apps MCSD/MCAD 70-306: 1 Windows Forms and Controls Visual Basic .NET Windows Apps MCSD/MCAD 70-306: 2 Exceptions, Components, and	VBWIND vbwi01
Assemblies Visual Basic .NET Windows Apps MCSD/MCAD 70-306: 3 Binding and Manipulating Data Visual Basic .NET Windows Apps MCSD/MCAD 70-306: 4 Globalization and User Services Visual Basic .NET Windows Apps MCSD/MCAD 70-306: 5 Testing, Deploying, and Maintaining Windows Applications	vbwi02 vbwi03 vbwi04 vbwi05
Visual Basic .NET Windows Apps MCSD/MCAD 70-306: 6 Practice Exams	vbwi06
Visual Basic 2005: 1 .NET Platform Architecture Visual Basic 2005: 2 Managed Type Fundamentals Visual Basic 2005: 3 Objects, Values, and Memory Visual Basic 2005: 4 Reflection and Attributes Visual Basic 2005: 5 Delegates and Events Visual Basic 2005: 6 Asynchronous Execution Visual Basic 2005: 7 Assemblies Visual Basic 2005: 8 Windows Forms Visual Basic 2005: 9 Code Access Security	L_VBAS
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Visual C#: 5 Control Structures and Arrays	l_vi05
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Visual C# Web Applications MCAD 70-315: 4 Error Handling, User Assistance, and Accessibility	wac304
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Visual C# Web Applications MCAD 70-315: 9 Web Services, Globalization, and Legacy Code	wac309
Visual C# Web Applications MCAD 70-315:10 Testing and Debugging Web Applications	wac310
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Web Publishing and Design with HTML 4.01 and XHTML Web Publishing and Design with HTML 4.01 and XHTML: 1 Getting Organized Web Publishing and Design with HTML 4.01 and XHTML: 2 Basics of HTML and XHTML Web Publishing and Design with HTML 4.01 and XHTML: 3 HTML, XHTML and Cascading Style	HTMLXH html01 html02
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ITS Institute 118 Online Training Courses

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Design WebSphere Studio Application Developer 5.0 & J2EE: 7 Unit and Functional Testing	wsad06 wsad07
Design WebSphere Studio Application Developer 5.0 & J2EE: 7 Unit and Functional Testing Windows 2000 Active Directory MCSE 70-217	wsad06
Design WebSphere Studio Application Developer 5.0 & J2EE: 7 Unit and Functional Testing Windows 2000 Active Directory MCSE 70-217 Windows 2000 Active Directory MCSE 70-217: 1 Preparing for Active Directory	wsad06 wsad07
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Design WebSphere Studio Application Developer 5.0 & J2EE: 7 Unit and Functional Testing Windows 2000 Active Directory MCSE 70-217 Windows 2000 Active Directory MCSE 70-217: 1 Preparing for Active Directory Windows 2000 Active Directory MCSE 70-217: 2 Building an Active Directory Structure Windows 2000 Active Directory MCSE 70-217: 3 Administering Active Directory Services Windows 2000 Active Directory MCSE 70-217: 4 Managing Servers Windows 2000 Active Directory MCSE 70-217: 5 Understanding Group Policy Windows 2000 Active Directory MCSE 70-217: 6 Managing User Environments with Group Policy Windows 2000 Active Directory MCSE 70-217: 7 Distributing Software with Group Policy Windows 2000 Active Directory MCSE 70-217: 8 Managing Security with Group Policy Windows 2000 Active Directory MCSE 70-217: 9 Using Remote Installation Services	wsad06 wsad07 W217AD w21701 w21702 w21703 w21704 w21705 w21706 w21707 w21708 w21709
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Windows XP Application Support MCDST 70-272: 3 Hardware and Network Connectivity	xpap03
Windows XP Application Support MCDST 70-272: 4 Application Security and Security Incidents	xpap04
Windows XP Application Support MCDST 70-272: 5 Practice Exams	xpap05
Windows XP Professional MCSE 70-270	X270PR
Windows XP Professional MCSE 70-270: 1 Installation	x27001
Windows XP Professional MCSE 70-270: 2 Administering Resources	x27002
Windows XP Professional MCSE 70-270: 3 Configuring Hardware	x27003
Windows XP Professional MCSE 70-270: 4 Optimizing the System	x27004
Windows XP Professional MCSE 70-270: 5 Configuring the Desktop	x27005
Windows XP Professional MCSE 70-270: 6 Networking the System	x27006
Windows XP Professional MCSE 70-270: 7 Securing the System	x27007
Windows XP System Support MCDST 70-271	W271SU
Windows XP System Support MCDST 70-271: 1 Installing Windows XP	w27101
Windows XP System Support MCDST 70-271: 2 Configuring and Troubleshooting Resources	w27102
Windows XP System Support MCDST 70-271: 2 Configuring and Troubleshooting Resources	w27103
Windows XP System Support MCDST 70-271: 4 Managing Hardware Devices	w27104
Windows XP System Support MCDST 70-271: 5 Configuring the Desktop and User Profiles	w27105
Windows XP System Support MCDST 70-271: 6 Performance Monitoring and Network	
Troubleshooting	w27106

Windows XP System Support MCDST 70-271: 7 Practice Exam	w27107
XEDIT XEDIT: 1 XEDIT for New Users	XEDSER xeds01
XEDIT: 2 Advanced XEDIT Functions	xeds02
XML	XMLCOD
XML: 1 Viewing and Understanding XML	xmlc01
XML: 2 Creating a Basic Document	xmlc02
XML: 3 Building DTDs & Checking Documents	xmlc03
XML: 4 Entities	xmlc04
XML: 5 The Document Object Model	xmlc05
XML: 6 CSS and XSL Style Sheets	xmlc06

Total Business & Technical Courses: 2,241

ITS and New Horizons have partnered to bring you new, state-of-the art Mentored Learning!

Mentored Learning is instructor-plus training, meaning two instructors guide the student through the material; one instructs and the other tutors, and the classes are built around the student's schedule. All Mentored classes are available in morning or afternoon sessions any day or days of the week. You will need to schedule your Mentored Learning classes ten (10) days out to ensure that the training materials are in.

Why IT People Love Mentored Training

- 1. **Flexibility:** You and your child get sick; or an emergency arises at work. Problems can rear their ugly head at the most inopportune time. That's why you need classes structured around your time.
 - If you're like most people, you don't want to go to school for a solid week and have all your work back up on you while you're gone. But you do want to work smarter and be more productive.
 - You prefer learning three mornings a week rather than five full days; applying what you learned in the morning to your afternoon work. You want immediate answers from certified instructors for the problems you experience at work. We provide that for you. We accommodate you, your schedule, and your need to produce.
- You Learn More: A funny thing happens with a flexible schedule. You learn more.
 Students who learn in the morning and apply that knowledge in the afternoon retain more of what they learned.
 - **A. Prep for certification:** You learn more when you study for a test. Our official certification exams prove that you are accomplished at the highest level.
 - **B. One-on-one mentoring:** We offer multiple instructors for each class; one that teaches and one that tutors. The result is a much greater understanding of the material.
 - **C. Teach back:** Students teach our instructors what they've just learned. This has produced amazing results.
- Custom Classes: By assessing the student's skill level, we customize classes to achieve the results you need.
- 4. No canceled classes—guaranteed.
- 5. **Learning where you want:** We can teach at your location.
- 6. **Return on investment:** You are, on average, 38% more proficient after New Horizons' training. This represents a \$15,200.00 productivity improvement on a \$40,000.00 salary.
- 7. Learning relevant to the work place. We teach what you need to do your job.
- 8. To Register for a Mentored Learning Class: Call Susan McClain @ 601-359-6196.

NEW HORIZONS Technical Classes Offered in Mentored Classroom

Cost	Course Title
	Computer Fundamentals
\$1,530	A+ Essentials
\$1,530	IT Technician
\$1,530	Server + Certification
#1 000	Oracle
\$1,800	Oracle Database 10g: Program with PL/SQL
\$1,800	Oracle 10g SQL and SQL*Plus
	Linux/ Unix
\$1,725	Linux+
	Information Security
Contractor	Certified Ethical Hacker
Contractor	CISSP: Certified Information Systems Security Professional
Contractor	Computer Hacking Forensics Investigator
\$1,530	Security+ Certification
	Microsoft.NET
\$1,796	ASP.NET – Using Visual Basic.NET, ADO.NET, and XML
\$1,796	ASP.NET – Using Visual C#.NET, ADO.NET and XML
\$1,796	4994 Introduction to Programming Microsoft.NET Applications w/
	Microsoft Visual Studio 2005
\$1,796	4995 Programming with the Microsoft.NET Framework using Microsoft Visual Studio 2005
\$1,796	2373B Programming with Microsoft Visual Basic.NET
\$1,077	2389B Programming with Microsoft ADO.NET
\$1,796	2541 Core Data Access with Microsoft Visual Studio 2005
\$1,796	2542 Advanced Data Access with Microsoft Visual Studio 2005
\$1,796	2543 Core Web Applications Technologies with Microsoft Visual Studio
7-9.22	2005
\$1,796	2544 Advanced Web Application Technologies with Microsoft
	Visual Studio 2005
\$1,796	2546 Core Windows Forms Technologies with Microsoft Visual Studio 2005
\$1,796	2547 Advanced Windows Forms Technologies with Microsoft Visual
	Studio 2005
	Programming
\$1,796	Introduction to Programming Using Java
	Microsoft Exchange Server
\$1,530	2400 Implementing and Managing Microsoft Exchange Server 2003
\$1,077	5047 Introduction to Installing and Managing Microsoft Exchange Server 2007
\$359	5049 Managing Messaging Security using Microsoft Exchange Server 2007
\$359	5050 Recovering Messaging Servers and Databases Using Microsoft Exchange Server 2007

4-1 0	Microsoft SharePoint
\$718	5060 Implementing Windows Sharepoint Services 3.0
\$1,077	5061 Implementing Microsoft Office Sharepoint Server 2007
	Microsoft SQL Server
\$1,530	2072 Administering a Microsoft SQL Server 2000 Database
\$1,530	2073 Programming a Microsoft SQL Server 2000 Database
\$1,796	2779 Implementing a Microsoft SQL Server 2005 Database
\$1,796	2780 Maintaining a Microsoft SQL Server 2005 Database
\$1,077	2784 Tuning and Optimizing Queries Using Microsoft SQL Server 2005
	Microsoft Windows – Technical
\$918	2261 Supporting Users Running with Microsoft Windows XP Operating
	System
\$612	2262 Supporting Users Running Applications on a Microsoft Windows XP
	Operating System
\$1,530	2272 Implementing and Supporting Microsoft Windows XP Professional
\$1,530	2273 Managing and Maintaining a Microsoft Windows Server 2003
	Environment
\$612	2276 Implementing a Microsoft Windows Server 2003 Network
	Infrastructure Network Hosts
\$1,530	2277 Implementing, Managing, and Maintaining a Microsoft Windows
	Server 2003 Network Infrastructure Network Services
\$1,530	2278 Planning and Maintaining a Microsoft Windows Server 2003
	Network Infrastructure
\$1,530	2279 Planning, Implementing, and Maintaining a Microsoft Windows
	Server 2003 Active Directory Infrastructure
\$1,530	2282 Designing a Microsoft Windows Server 2003 Active Directory and
	Network Infrastructure
\$918	2830 Designing Security for Microsoft Networks
\$1,530	2823 Implementing and Administering Security in a Microsoft Windows
	Server 2003 Network
	Microsoft Vista - Technical
\$1,077	5115 Installing and Configuring the Windows Vista Operating System
\$718	5116 Configuring Windows Vista Mobile Computing and Applications
\$1,077	5118 Maintaining and Troubleshooting Windows Vista Computers
\$718	5119 Supporting Windows Vista Computers with Desktop Images and
	Application Packages
	Microsoft Server 2008
\$1,796	6416 Updating Your Network Infrastructure and Active Directory
•	Technology Skills to Windows Server 2008
\$1,077	6417 Updating Your Applications Infrastructure Technology Skills to
	Windows Server 2008
\$1,796	6430A Planning and Administering Windows Server 2008 Servers
\$718	6431A Managing and Maintaining Windows Server 2008 Network
	Infrastructure Servers
\$1,077	6437A Designing a Windows Server 2008 Applications Infrastructure
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FOR INSTRUCTOR LED COURSES, PLEASE CONTACT ITS AT (601) 359-6196.

ITS Institute 128 New Horizons Training

ITS Institute On-Li	ne Trainin	g Registration Form				
Name: (Please Print)						
Mr./Ms.						
Social Security No.:						
Agency & Division Name:						
Office Address: (Specify Handmail, if app	licable)					
City:	State:	Zip:				
Office Phone:						
Fax Number:						
Email Address:						
Course No./Name:						
ANNUAL SUBSCRIPTION FOR G	ON-LINE T	RAINING				
COURSE COST: PLEASE CHEC	CK ONE					
() ANNUAL SUBSCRIPTION FOR F	ULL LIBRAR	RY ON-LINE TRAINING				
\$165 per person (includes technical	and end-user	courses)				
() ANNUAL SUBSCRIPTION FOR E	ND-USER LI	BRARY ON-LINE TRAINING				
\$ 85 per person (includes end-user courses only)						
☐ Bill Non-State Employer		Bill Student				
☐ Bill State Agency						
Agency/Employer Code	e:					
Provider No.:						
Supervisor's Name: (Please Print)						
All registration forms MUST be s	igned by the in	ndividual responsible for payment.				
Authorized Signature						

PLEASE RETURN FORM TO:

Susan McClain, ITS Education Services 301 North Lamar Street, Suite 508 Jackson, MS 39201-1495 Phone: (601) 359-6196 Fax: (601) 354-6016

ITS WEB Home Page: http://www.its.ms.gov

Security Guard:

The person presenting this permit has an ITS class or meeting at the Robert G. Clark, Jr. Building (601-359-1395). This permit should be placed on the dashboard of the car.

Parking Permit Robert E. Lee Parking Garage

Please	nark	οn	7 th	floor	and	above	on1	v
1 ICasc	park	OH	/	11001	anu	above	OIII	. у .

NAME:

DATES: _____

Cut or tear along this line and place top portion on dashboard of car.

Map to Robert E. Lee Parking Garage (Approximately Downtown Jackson, Mississippi 10 Blocks to Downtown) Wright & Ferguson High Street **Barefield** Building Exit Woolfolk Sun 'n' Sand Motel **Hamilton Street Baptist Church** & Convention Robert G. Clark, Jr. Center MDOT Mississippi Street Griffith Street ident Street Central Yazoo Street Building **High School** Smith Park

From North of Jackson: Take I-55 South to High Street Exit. Go west, then follow map above.

From South, East, or West of Jackson: Get on I-20 to I-55 North. Take I-55 North to High Street Exit. Go west, then follow map, above.

Park in parking garage behind Robert E. Lee Building and walk across the street to the FRONT entrance of the Robert G. Clark, Jr. Building.

ITS Institute Student Registration Form

ITS Use Only

Entered by:_

						Date		
Name			Casial Casur	ita e Nicosa	h a m			
Name Mr./Ms.:			Social Security Number:					
Agency & Division Name:			Office Phone	Office Phone: Fax Number:				
rigorio, or a rice con rice con				-				
Office Address: (Specify Handmail, if applicable)		Home Phone	Home Phone:					
City:	State:		Zip:		Email Ad	ddress:		
•			·					
Course No./Name	Sect	ion	Section	Dates	s/Times	Course	Materials Needed *	
Course No./Name	1 st Ch		2 nd Choice	Dates	5/111163	Cost	Waterials Needed	
		10100	2 0110100			0001	All	
							None	
							All	
							None	
							All	
							None	
							All	
							None	
							All	
* Circle All an Name Con the assument ask		11 6					None	
* Circle All or None. See the current sch	ledule for materials ne	eaea ioi	each course.					
☐ Bill State Agency				□в	ill Student		☐ Bill Non-State Employer	
Please do not prepay. Agencies will				All no	n-state emplo	yees and any re	gistrant whose agency is not	
Agency/Employer Code:				paying	g for the cour	se will be billed a	and must pay tuition and materials	
Provider Number:				BEFC	RE the class	begins.		
Agency must provide a 3-digit agency for billing purposes. This information				Billing	will be sent t	o the address di	ven in the Student Information	
(Statewide Automated accounting S								
(601) 359-6196.								
							_	
Supervisor Name:				Office	e Phone:			
Supervisor Name:				Onice	o i ilolic.			
Supervisor Address: (Specify Har	ndmail if applicable)			1				
Caponi, namedon (opcon) man	iaman, n apphoable)							
City:	State:	Zip:		Emai	l Address:			
		'						
Please Read Carefully Be	fore Signing:	•		•				
All registration forms MUST be signed b	y the individual respon							
class meeting or an ITS/Hinds-conducte	d course within ten (10)) days o	of the first class me	eting, the	agency/stude	ent will be charge	ed the full tuition	
Authorized								
Signature:				Date:				

Return form to: ITS Institute, Robert G. Clark, Jr. Bldg., 301 N. Lamar St., Ste. 508, Jackson, Ms 39201-1495 • Phone: (601) 359-6196 • Fax: (601) 354-6016

ITS Institute Student Registration Form

ITS Use Only

Entered by:_

						Date:	
Name		Social Security Number:					
Mr./Ms.: Agency & Division Name:		Office Phone	e:		Fax Num	ber:	
Office Address: (Specify Handmail, if applicable)			Home Phone:				
City: State:			Zip:	Zip: Email Address:			
- ,			r				
Course No./	Name	Section 1 st Choice	Section 2 nd Choice	Dates	/Times	Course Cost	Materials Needed *
							All
							None All
							None
							None All
							None
							All None
* Circle All or None. See the	current schedule for m	aterials needed for	r each course.		l		
Bill State Agency Please do not prepay. Ag Agency/Employer Code Provider Number: Agency must provide a 3- for billing purposes. This (Statewide Automated acc (601) 359-6196.	e:digit agency code and information may be ob	an 11-digit provide	er number	All nor paying BEFOI Billing	for the cour RE the class will be sent t	oyees and any re se will be billed a begins.	☐ Bill Non-State Employer rigistrant whose agency is not and must pay tuition and materials even in the Student Information
Supervisor Name:				Office	Phone:		
•		Onice	i iiolic.				
Supervisor Address: (S	Specify Handmail, if app	olicable)					
City:	State:	Zip:		Email	Address:		
Please Read Caref All registration forms MUST b class meeting or an ITS/Hinds	e signed by the individ	ual responsible for					rse within thirty (30) days of the first ed the full tuition
Authorized Signature:				Date:			
Return form to: ITS Institu	ite, Robert G. Clark, Jr.	. Bldg., 301 N. Lan	nar St., Ste. 508, Ja	ackson, Ms	39201-149	95 • Phone: (601) 359-6196 ● Fax: (601) 354-6016

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Claude Johnson

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johnson@its.ms.gov

Voice Services:

Roger Graves

(601) 359-2892

graves@its.ms.gov



Department of Information Technology Services

David Litchliter, Executive Director

301 North Lamar Street ● Suite 508 Jackson, Mississippi 39201-1395 Telephone (601) 359-1395 Fax (601) 359-6016

Website: www.its.ms.gov
State Portal: www.mississippi.gov